



# Consumer Survey 2014 Annual Report

December 2014

Connecticut Department of Mental Health and Addiction Services



410 Capitol Avenue  
Hartford, CT 06134  
[www.ct.gov/dmhas](http://www.ct.gov/dmhas)

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## Note from the Director

DMHAS has once again completed our annual analysis of the Consumer Satisfaction Survey. Over 23,000 consumers responded to this year's survey. DMHAS also collected and analyzed data from two optional tools, the WHOQOL-BREF Quality of Life and a Health Outcomes Survey which is derived from the Center for Disease Control's Behavioral Risk Factor Surveillance System (BRFSS). These instruments provide us with important information about the way our consumers perceive our service system, their overall health, and the quality of their life. We are also able to use Consumer Satisfaction Survey to compare our results with other states in the country. Once again, DMHAS' consumers report levels of satisfaction that exceed the U.S. national averages in all Consumer Satisfaction Survey domains.

While I am proud of our results, we must not become complacent. Our survey results are generally quite positive, possibly leading us to believe that there is no room for improvement. DMHAS and our providers must incorporate information contained in this report into ongoing quality improvement activities. Agency specific data which has already been sent to providers often serve to highlight concerns that consumers may have with specific programs. These results can be used in conjunction with information contained in our Provider Quality Dashboard Reports to help identify specific areas for improvement. Quality improvement targets might include improving access, reducing readmissions, or improving connections to follow-up care.

I also encourage our providers to consider using our two optional tools if they are not already doing so. As we move into the era of the Affordable Care Act, the integration of physical health and mental health is becoming increasingly important. This emphasis is evident in our new Behavioral Health Homes where we are beginning to collect more health-related information. We are also beginning to see an increased focus on outcomes related to this integration. The BRFSS collects basic medical information that may in the future be required by federal or state funders. While we have seen an increase in the number of providers that administered this tool in the past year we would like to see it more widely used.

Finally, thanks again to our providers who continue to make this process a success. Their high level of participation and commitment to the use of these surveys ensure that the voices of our consumers are being heard. Thank you for your dedication, participation, and support.

Jim Siemianowski  
Director, EQMI

December 2014

## Acknowledgements

The Connecticut Department of Mental Health and Addiction Services (DMHAS) thanks everyone who completed the survey and provided their insights regarding the quality of our service system. Additionally, we would also like to recognize the work of the provider community and their continuing assistance with the implementation of this survey project.

This year, several Evaluation, Quality Management and Improvement (EQMI) staff assisted with the Survey Report. Karin Haberlin managed the survey process and liaised with providers over the course of the year. Jeffrey Johnson analyzed the data and produced numerous tables and provider level reports. Kristen Miller analyzed the quantitative data and edited most of the narrative.

**Cover photo:** Isolated diversity tree hands © cienpies. Purchased/downloaded from [www.istockphoto.com](http://www.istockphoto.com)

# Executive Summary

## Survey Process

The Connecticut Department of Mental Health and Addiction Services (DMHAS) conducts an annual survey in order to better understand people's experiences with our public state-operated and community-funded service delivery system. The 23-item version of the Consumer Survey developed as the Mental Health Statistics Improvement Program's (MHSIP) Consumer-Oriented Mental Health Report Card has now been used for eight years. The survey was offered to consumers/individuals in recovery within the context of their mental health and substance abuse treatment.

- The MHSIP consumer survey was designed to measure consumer satisfaction with services in the following domains:
- The **General Satisfaction** domain contains three items, and measures consumers' satisfaction with services received.
- The **Access** domain contains four items, and measures consumers' perception of service accessibility.
- The **Quality and Appropriateness** domain contains seven items, and measures consumers' perception of the quality and appropriateness of services.
- The **Outcome** domain contains seven items, and measures consumers' perception of treatment outcomes as a result of receiving services.
- An item on consumers' perception **of participating in treatment**.
- An item on consumer experience of **being respected by staff**.

In 2005, DMHAS added the **Recovery** domain to the MHSIP survey. The Recovery domain is composed of five questions which assess consumers' perception of "recovery oriented services." This addition provides DMHAS with valuable information regarding our success in implementing a recovery-oriented service system.

## Quality of Life

Fiscal Year 2014 is the seventh year that DMHAS has encouraged the use of the WHOQOL-BREF Quality of Life (hereafter QOL) instrument, which is a widely used, standardized quality of life tool developed by the World Health Organization. The QOL is a 26 question tool that measures consumer satisfaction with the quality of his/her life in the following domains: physical, psychological, social relationships, and environment. DMHAS received 2,472 QOL responses during Fiscal Year 2014. Results may be found on page 63 of this report.

## Health Outcomes

In SFY2011, DMHAS piloted a Health Outcomes survey that contained eight questions taken from the Behavioral Risk Factor Surveillance System (BRFSS). The BRFSS is the world's largest, on-going telephone health survey system, tracking health conditions and risk behaviors in all fifty states.<sup>1</sup> Since SFY2012, DMHAS made the Health Outcomes survey available to all providers who wished to administer it. The survey was available in English and Spanish. The questions addressed the topics of body mass index (BMI), cardiovascular/respiratory/diabetes disease, overall health from physical

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<sup>1</sup> See <http://www.cdc.gov/brfss/> for more information on this instrument.

and psychological perspectives, and drinking habits. A total of 3,200 surveys were completed. Results may be found starting on page 73 of this report.

## **Findings**

Most of our consumers were satisfied with the treatment services that were being provided to them through our provider network. Connecticut respondents reported levels of satisfaction higher than the U.S. national averages in all Consumer Satisfaction Survey domains.<sup>2</sup>

## **Survey Demographics**

Statewide, a total of 23,837 surveys were returned by 115 providers within the DMHAS network of care.

- Slightly more than half (56%) of the respondents were men and 42% were women. Fewer than 3% percent of the respondents did not identify their gender.
- Most (60%) of the respondents were White and 18% were African-American/Black. Approximately 15% fell into the “Other” category, which rolled up several less frequent racial categories. Fewer than 8% did not identify their race.
- 20% of the respondents identified themselves as Hispanic, and 20% chose not to identify whether or not they were of Latino/a origin (called Ethnicity in the survey).
- The largest number of survey respondents fell between the ages of 35-54 (approximately 44%); as the average age of a DMHAS client is 38 years old, this is not surprising.
- Almost one third (30%) of the survey sample responded to the survey within the outpatient setting; 12% from medication assisted treatment programs; 14% from residential programs; 6% from intensive outpatient programs; 6% from case management services; 10% in employment or social rehabilitation programs; and 1.5% from ACT/CSP/RP programs. The remaining 20% of respondents responded to the survey from other levels of care or reported from agencies that did not program information in the survey data.
- Roughly an equal number of surveys were collected from people receiving services from Mental Health programs (44%) and from people receiving services from Substance Use programs (44%). The remaining portion of surveys did not contain enough program information to categorize.
- Additionally, this was the fifth year in which respondents were asked to self-report their length of stay in treatment. Forty-one percent reported a stay of less than a year, and just over 14% reported a stay of more than one, but less than two years. Seventeen percent reported more than two years but less than 5 years and about 20% reported stays of more than five years.

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<sup>2</sup> 2013 CMHS Uniform Reporting System Output Tables. *CMHS Uniform Reporting System - 2013 State Mental Health Measures*. Retrieved on November 20, 2014 from < <http://www.samhsa.gov/data/sites/default/files/URSTables2013/Connecticut.pdf>>.

## ***Statewide Satisfaction by MHSIP Domains***

DMHAS measures satisfaction by the MHSIP Consumer Survey domains. The percentage of consumers satisfied with services has remained relatively constant over the past seven years and in FY 2014, the percentage of clients who reported satisfaction with services in each domain changed by no more than 1% from last year. Compared to SFY13, the percent of clients satisfied decreased by 1% in the General Satisfaction and Outcome domains. The percentage of clients who reported satisfaction with services remained stable in the Access, Quality and Appropriateness, Participation in Treatment, and Respect domains, and increased by 1% in the Recovery domain. Over the last seven years, consumers have consistently reported being most satisfied with the level of family participation in treatment, and with quality and appropriateness in care.

- Over 92% of consumers responded positively in the **Participation in Treatment** and **Quality and Appropriateness** domains. Additionally, approximately 90% of consumers indicated a positive response in the **General Satisfaction** domain.
- Approximately 91% agreed with the statement, “My wishes are respected about the amount of family involvement I want in my treatment.” (This question comprises the **Respect Domain**.)
- In FY 2014, 87% expressed satisfaction with **Access** to services. Eighty-two percent (82%) of consumers were satisfied with perceived **Outcomes**.
- The lowest degree of satisfaction was reported in the **Recovery** domain, where approximately 80% of respondents indicated satisfaction.

## Demographic Characteristics and Satisfaction on MHSIP Domains

DMHAS investigated differences in MHSIP Domains for key demographics to determine if there were more satisfied clients for various subgroups. Results are summarized below.

### Gender

All Respondents	
Significantly More	<b>Women in Access, Quality and Appropriateness, General Satisfaction, Respect, Participation in Treatment</b> domains

Respondents in Substance Use Programs	
Significantly More	<b>Women in Access, Quality and Appropriateness, General Satisfaction, Respect, Participation in Treatment</b> domains

Respondents in Mental Health Programs	
Significantly More	<b>Men in Access, Outcome, Recovery</b> domains

### Race

All Respondents	
Significantly More	<b>Non-White</b> respondents in the <b>Outcome, Recovery</b> domains  Black respondents in <b>Access</b> domain  Black and White respondents in <b>Participation in Treatment</b>

Respondents in Substance Use Programs	
Significantly More	<b>Non-White</b> respondents in the <b>Recovery</b> domain

Respondents in Mental Health Programs	
Significantly More	<b>Non-White</b> respondents in the <b>Outcome</b> domain  Black respondents in <b>Recovery</b> domain

### Ethnicity

All Respondents	
Significantly More	Respondents who identify as <b>Hispanic/Latino</b> in <b>Access, Quality and Appropriateness, Outcome, General Satisfaction, Recovery</b> domains

Respondents in Substance Use Programs	
Significantly More	Respondents of <b>Hispanic/Latino</b> origin in the <b>Outcome, General Satisfaction, Recovery</b> domains

Respondents in Mental Health Programs	
Significantly Better	<b>Hispanic/Latino</b> respondents in <b>Access, Outcome, Recovery</b> domains

## Age Range

All Respondents	
Significantly More	<p>Respondents who are <b>25 and older</b> in <b>Quality and Appropriateness, Participation in Treatment</b> domain</p> <p>Respondents who are <b>55 and older</b> in <b>Access, General Satisfaction</b> domains</p>

Respondents in Substance Use Programs	
Significantly More	Respondents who are <b>25 and older</b> in <b>Quality and Appropriateness, Participation in Treatment</b> domains

Respondents in Mental Health Programs	
Significantly More	Respondents who are <b>25-34</b> in <b>Quality and Appropriateness</b> domain

## Level of Care

All Respondents	
Significantly More	<p>People who received <b>employment services</b> in <b>Access, Quality and Appropriateness, Outcome</b> domains</p> <p>People who received <b>methadone maintenance</b> services in <b>Outcome</b> domain</p>

Respondents in Substance Use Programs	
Significantly More	Nothing to report

Respondents in Mental Health Programs	
Significantly More	Respondents who received <b>social rehabilitation, employment</b> services in <b>Recovery</b> domain

## Length of Stay

All Respondents	
Significantly More	<p>People receiving services for <b>less than one year</b> in <b>Access</b> domain</p> <p>People receiving services for <b>more than one year</b> in <b>General Satisfaction</b> domain</p>

Respondents in Substance Use Programs	
Significantly More	People who have received services for <b>1+ years</b> , in <b>Outcome</b> domain

Respondents in Mental Health Programs	
Significantly More	Nothing to report

## Region

All Respondents	
Significantly More	<p>Respondents from <b>any Regions except 2</b> in <b>Access</b> domain</p> <p>Respondents from Regions <b>3 and 5</b> in <b>General Satisfaction</b> domain</p> <p>Respondents from Regions <b>1, 4 and 5</b> in <b>Outcome</b> domain</p> <p>Respondents from Regions <b>4 and 5</b> in <b>Recovery</b> domain</p>

Respondents in Substance Use Programs	
Significantly Better	<p>Respondents from <b>any Regions except 2</b> in <b>Access, Quality and Appropriateness, General Satisfaction, Participation in Treatment, Respect</b> domains</p> <p>Respondents from Region <b>4</b> in <b>Outcome</b> domain</p> <p>Respondents from Regions <b>4 and 5</b> in <b>Recovery</b> domain</p>

Respondents in Mental Health Programs	
Significantly Better	<p>Respondents from Region <b>5</b> in <b>Quality and Appropriateness, General Satisfaction</b> domains</p> <p>Respondents from <b>any Region except 3</b> in <b>Outcome, Recovery</b> domains</p>

Despite DMHAS' attempt to provide anonymity to its consumers as they express their opinions regarding their satisfaction with DMHAS' services, we have been unable to provide a totally anonymous survey setting.

## **Introduction**

*Consumer Satisfaction Survey SFY 2014 (July 1, 2013– June 30, 2014)*

### ***Purpose***

The purpose of the consumer satisfaction survey is to assess consumers' satisfaction with the services being provided in Connecticut's system of care for people living with Mental Health and Substance Use disorders.

### ***Organization of the Report***

In this report, we endeavor to document the views of people served in both Mental Health (MH) and Substance Use (SU) treatment programs within DMHAS' statewide provider network.

Contained within are the customary annual survey results, which include survey demographics and statewide satisfaction by MHSIP domains, as well as additional analyses of the optional Quality of Life data and consumer comments.

### ***Contact Information***

If you have any questions, concerns, and suggestions/recommendations please contact:

Jim Siemianowski  
Director, Evaluation, Quality Management and Improvement  
Connecticut Department of Mental Health and Addiction Services  
410 Capitol Avenue, 4th Floor,  
Hartford, CT 06134  
(860) 418-6810  
[james.siemianowski@ct.gov](mailto:james.siemianowski@ct.gov)

# Methodology

## Measures

The 2014<sup>3</sup> consumer survey consists of 28 items, rated on a 5-point Likert scale. A score of “1” represents strong agreement with an item; “5” strong disagreement; and “3” is a neutral response. The responses are labeled: Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree, and Not Applicable.

- The Mental Health Statistics Improvement Program (MHSIP) consumer satisfaction survey measures consumer satisfaction with services in the following domains:
- The **General Satisfaction** domain consists of items 1-3, and measures consumers’ satisfaction with services received. A consumer had to complete at least 2 items for the domain score to be calculated.
- The **Access** domain consists of items 4-7, and measures consumers’ perceptions about how easily accessible services were. A consumer had to complete at least 2 items for the domain score to be calculated.
- The **Quality and Appropriateness** domain consists of items 8 and 10-15, and measures consumers’ perceptions of the quality and appropriateness of services. A consumer had to complete at least 4 items for the domain score to be calculated.
- The **Outcome** domain consists of items 17-23, and measures consumers’ perceptions about treatment outcomes as a result of receiving services. A consumer had to complete at least 4 items for the domain score to be calculated.
- One item covering consumers’ perceptions of his/her **Participation in Treatment**.
- One item covering consumers’ experiences with staff **Respect**.

In addition to the MHSIP’s 23 items, the Connecticut Department of Mental Health and Addiction Services added the following:

- A **Recovery** domain consisting of five questions (24-28) that assess consumers’ perceptions of “recovery oriented services”. A consumer had to answer at least 3 items for the domain score to be calculated.
- Demographic questions, where respondents indicate their gender, race, age, and ethnicity. Two new questions were added in FY 2007; they ask respondents to self-report their reason for receiving services (Mental Health only, Substance Use only, both Mental Health and Substance Use), and their length of time in service (less than one year, 12 months to two years, more than two years, and more than five years).

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<sup>3</sup> Similar to previous years, the survey contains 23 items from the MHSIP consumer satisfaction survey. Please refer to Appendix 1.5 for a copy of the MHSIP survey.

- Space for consumers to add optional additional comments.

## **Administration**

DMHAS provided agencies with guidelines for survey implementation. Generally, provider staff administered the consumer survey, but in some cases, consumers, peers, or other neutral parties assisted with the data collection. Providers administered the survey to people who received either Mental Health or Substance Use treatment services between July 1, 2013 and June 30, 2014. Most of the surveys were collected between January 2014 and June 2014.

The survey was administered in the following levels of care:

- Mental Health Case Management, except Homeless Outreach
- Mental Health Outpatient (Clinical)
- Mental Health Partial Hospitalization
- Mental Health Residential, including Group Residential, Supervised Apts., Supported Apts., Supportive Housing, Transitional Residential
- Mental Health Social Rehabilitation
- Mental Health or Substance Abuse Employment Services
- Substance Use Medication Assisted Treatment (Methadone Maintenance and Buprenorphine)
- Substance Abuse Intensive Outpatient
- Substance Abuse Partial Hospitalization
- Substance Abuse Outpatient including Gambling
- Substance Abuse Residential including Intensive, Intermediate, Long-Term Treatment, Long-Term Care, Transitional Residential/Halfway House
- Substance Abuse Recovery House
- Substance Abuse Case Management

## **Sample Selection**

DMHAS asked providers to calculate survey sample sizes according to the number of unduplicated consumers served by the provider during the first quarter of Fiscal Year 2012 (July 1, 2012 through September 30, 2012).<sup>4</sup> The sample size calculation was based on a 95% confidence level and 7% confidence interval.<sup>5</sup> The table of expected versus actual surveys

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<sup>4</sup> The unduplicated counts were obtained from the Unduplicated Clients report in the DDaP Data Warehouse.

<sup>5</sup> Explanation taken from <http://williamgodden.com/tutorial.pdf> and used with permission:

The confidence **interval** is the plus-or-minus figure usually reported in newspaper or television opinion poll results. For example, if you use a confidence interval of 4 and 47% percent of your sample picks a certain answer you can be "sure" that if you had asked the question of the entire relevant population, between 43% (47-4) and 51% (47+4) would have picked that answer.

The confidence **level** tells you how sure you can be. It is expressed as a percentage and represents how often the true percentage of the population (those who would pick that certain answer if you asked everyone) would lie within the confidence interval. The 95% confidence level means you can be 95% certain; that is, in 95 out of 100 situations, you would find that the true whole-population percentage fell within the confidence interval. Most researchers use the 95% confidence level. When you put the confidence level and the confidence interval together, you can say that you are 95% sure that the true percentage of the population is between 43% and 51%.

submitted for SFY2014 can be found in Appendix 2. DMHAS provided agencies with a guide and as-needed technical assistance for determining correct sample sizes.<sup>6</sup>

## **Data Entry**

SFY2014 is the third year that DMHAS used the Consumer Survey application within the DMHAS Data Performance System (DDaP) portal to allow providers to enter their survey data directly into the DDaP system. As the surveys are anonymous, they are not connected to other client data in the system; however, if the agency identifies which program the survey comes from, some program related information (program type, level of care, region, etc.) that is in DDaP can now be connected to each survey. This could reduce the data entry burden on the agency while at the same time increasing the accuracy of identifying this information for each survey.

## **Analysis**

### **Consumer Survey**

Demographic and other simple frequency analyses were performed in both VB.NET and SPSS v 22 by two staff, and compared for accuracy.

The statistical analyses use the domain score (an average of the response values for the questions that comprise that domain. The domain score is a number between 1 and 5). The domain score then gets converted to a satisfaction score: domain scores that are less than 2.5 fall into the “Satisfied” category, scores between 2.5 – 3.5 fall into the “Neutral” category, and scores greater than 3.5 fall into the “Unsatisfied” category. The value that is the focus of this report is the percentage of clients who fall into the “Satisfied” category.

For example, it is reported that 90% of clients in MH programs were satisfied with Access to services (Access Domain), compared to 83.5% of clients in SU programs. The statistic that indicates that more clients in the MH programs were satisfied is based on a chi-square test. The chi-square statistic evaluates whether the distributions of categorical variables differ from each other. In this case it refers to whether or not the number of satisfied clients in MH programs differ from the number of satisfied clients in SU programs.

All analyses of difference were evaluated at alpha = .05 with a correction for multiple comparisons. This means that there is, at most, 5 in 100 chances (1 in 20 chances) that a difference is identified as a significant difference when in fact it is not. SPSS was used for these analyses.

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There is a trade-off between confidence interval and confidence level. For a given sample size (number of survey respondents), the wider the confidence interval, the more certain you can be that the whole population's answers would be within that range. On the other hand the narrower the confidence interval, the less sure you would be of having bracketed the “real” whole-population percentage. For example, if you asked a sample of 1000 people in a city which brand of cola they preferred, and 60% said Brand A, you can be very certain that between 40 and 80% of all the people in the city actually do prefer that brand, but you would be far less sure that the actual Brand-A-preference % for all residents would fall between 59 and 61%.

<sup>6</sup> The guide may be found on the DMHAS Consumer Survey web page: <http://www.ct.gov/dmhas/consumersurvey>

## **Quality of Life**

The responses from the QOL survey are also used to calculate domain scores. However, unlike the consumer survey scores which are ultimately nominal level data (satisfied, neutral, not satisfied), the calculation of QOL domain scores ultimately produces a scaled score (scale of 1-100). This means that they can be compared using t-tests or analysis of variance (ANOVA) to determine if the scores for different groups are significantly different. These analyses of difference were evaluated at alpha = .01, which is more conservative than the .05 level used in the Consumer Survey Analyses, but accounts for potential increases in the family wise error rate due to multiple comparisons. This means that there is a 1 in 100 chance that a difference is identified as a significant difference when in fact it is not. SPSS was used for these analyses.

## **Health Outcomes**

The Health Outcomes data were analyzed for significant differences using the chi-square statistic described in the Consumer Survey section above.

## **Consumer Survey Results**

This year there is a slight change in the wording of the Consumer Survey results. In previous years the results have been presented in terms of which group was “more satisfied”: e.g., women were significantly more satisfied than men in the Access domain. The chi-square analysis identifies differences between the number of clients in different groups, thus the accurate interpretation is that more women than men were in the satisfied category in the Access domain. The presentation of the survey results in the Group Differences section has been updated this year to reflect this more accurate description.

Statewide, a total of 23,837 surveys were returned by 115 providers within the DMHAS network of care; 89% of all surveys were collected at the program level, rather than at the agency level. (In SFY2013 85% of the surveys were submitted with program information.) DMHAS has historically encouraged this manner of distribution, to ensure the most meaningful and useful information. See Table 1 for a summary of statewide demographic trends over the past five years.

**Table 1: Statewide Demographic Trends, SFY 2010 - 2014**

	2014		2013		2012		2011		2010	
	N	%	N	%	N	%	N	%	N	%
<i>Gender</i>										
Female	9826	41.2	9018	41.9	9611	42.6	10414	41.5	11383	41.0
Male	13370	56.1	11957	55.6	12331	54.6	13436	53.5	14978	54.0
Unknown	641	2.7	542	2.5	629	2.8	1250	5.0	1375	5.0
<i>Race</i>										
American Indian/Alaskan Native	233	1.0	175	0.8	210	0.9	226	0.9	261	0.9
Asian	168	0.7	172	0.8	139	0.6	176	0.7	151	0.5
Black	4246	17.8	3892	18.1	3942	17.5	4407	17.6	4910	17.7
Mixed	248	1.0	180	0.8	158	0.7	865	3.5	1024	3.7
Native Hawaiian/Pacific Islander	65	0.3	75	0.4	58	0.3	66	0.3	84	0.3
Other	2824	11.9	2703	12.6	2538	11.2	2240	8.9	2594	9.4
Unknown	1769	7.4	1593	7.4	1651	7.3	2461	9.8	2692	9.7
White	14284	59.9	12727	59.2	13875	61.5	14659	58.4	16020	57.8
<i>Ethnicity</i>										
Mexican	159	0.7	132	0.6	141	0.6	173	0.7	176	0.6
Non-Hispanic	14260	59.8	12989	60.4	13596	60.2	13668	54.5	14791	53.3
Other Hispanic/Latino	1213	5.1	916	4.3	989	4.4	1022	4.1	1092	3.9
Puerto Rican	3435	14.4	3351	15.6	3296	14.6	3704	14.8	4469	16.1
Unknown	4770	20.0	4129	19.2	4549	20.2	6533	26.0	7208	26.0
<i>Age Range</i>										
Unknown	734	3.1	647	3.0	768	3.4	1399	5.6	1413	5.1
20 and Under	620	2.6	643	3.0	675	3.0	781	3.1	915	3.3
21-24	1897	8.0	1591	7.4	1619	7.2	1759	7.0	1996	7.2
25-34	5302	22.2	4681	21.8	4708	20.9	5015	20.0	5663	20.4
35-54	10569	44.3	9709	45.1	10648	47.2	11829	47.1	13494	48.7
55-64	3921	16.5	3583	16.7	3480	15.4	3654	14.6	3555	12.8
65 and older	794	3.3	663	3.1	673	3.0	663	2.6	700	2.5
<i>Service Duration</i>										
12 months to 2 years	3368	14.1	3070	14.3	3208	14.2	3622	14.4	3762	13.6
Less than 1 year	9866	41.4	8707	40.5	9009	39.9	9896	39.4	12065	43.5
2 - 5 years	3996	16.8	3882	18.0	3897	17.3	3988	15.9	3914	14.1
More than 5 years	4792	20.1	4572	21.3	4996	22.1	4958	19.8	5348	19.3
Unknown	1815	7.6	1286	6.0	1461	6.5	2636	10.5	2647	9.5
<i>Program Type</i>										
MH	10604	43.8	10281	46.5	11403	48.5	12392	49.4	11377	40.9
SA	10658	44.0	8331	37.7	9051	38.5	9031	36.0	11623	41.8
Unknown	2575	10.6	2905	13.2	2117	9.0	3677	14.7	4736	17.0

Continued

	2014		2013		2012		2011		2010	
	N	%	N	%	N	%	N	%	N	%
<i>Level Of Care</i>										
MH ACT	349	1.5	217	1.0	206	0.9	165	0.7	191	0.7
MH Case Management	1394	5.8	1231	5.7	1555	6.7	1658	6.6	2155	7.8
MH Community Support	1107	4.6	1003	4.6	1166	5.0	880	3.5	559	2.0
MH Crisis Services	34	0.1	26	0.1	45	0.2	116	0.5	24	0.1
MH Education Support	105	0.4	110	0.5	83	0.4	68	0.3	39	0.1
MH Employment Services	944	3.9	1046	4.8	1079	4.7	1189	4.7	973	3.5
MH Forensics Community-based	65	0.3	69	0.3	45	0.2	11	0.0	28	0.1
MH Housing Services	3	0.0	2	0.0	4	0.0	3	0.0	88	0.3
MH Inpatient Services	9	0.0	17	0.1	15	0.1	0		0	
MH Intake	3	0.0	1	0.0	0		1	0.0	27	0.1
MH IOP	95	0.4	141	0.7	355	1.5	166	0.7	18	0.1
MH Outpatient	3913	16.3	3797	17.5	4472	19.3	5142	20.5	4327	15.6
MH Recovery Support	2	0.0	3	0.0	8	0.0	28	0.1	23	0.1
MH Residential Services	1258	5.2	1298	6.0	1216	5.2	1258	5.0	1279	4.6
MH Social Rehabilitation	1489	6.2	1410	6.5	1606	6.9	1707	6.8	1724	6.2
SA Case Management	311	1.3	170	0.8	183	0.8	0		170	0.6
SA Employment Services	70	0.3	57	0.3	43	0.2	59	0.2	73	0.3
SA Forensics Community-based	36	0.2	2	0.0	0		1	0.0	38	0.1
SA Inpatient Services	126	0.5	115	0.5	119	0.5	172	0.7	386	1.4
SA IOP	1312	5.5	805	3.7	1074	4.6	676	2.7	1344	4.8
SA Medication Assisted Treatment	2973	12.4	2806	12.9	2544	11.0	3236	12.9	3554	12.8
SA Other	49	0.2	16	0.1	14	0.1	0		35	0.1
SA Outpatient	3264	13.6	2750	12.7	3116	13.4	2365	9.4	3193	11.5
SA PHP	458	1.9	274	1.3	278	1.2	502	2.0	360	1.3
SA Residential Services	2104	8.8	1440	6.6	1864	8.0	2020	8.1	2470	8.9
Unknown	2575	10.7	2905	13.4	2117	9.1	3677	14.7	4736	17.0

## Demographics of Statewide Sample

In order to evaluate whether the sample of consumers who completed a survey was representative of the overall DMHAS population, we compared the consumer survey demographic information to the DMHAS demographic data for SFY2014.

**Table 2: Comparison of Survey Demographics to DMHAS Demographics**

<b>Gender</b>	<b>CS2014</b>	<b>DMHAS2014</b>	<b>Difference</b>
Female	41.2	41.1	0.1
Male	56.1	58.6	-2.5
Unknown	2.7	0.4	2.3
<b>Race</b>			
American Indian/Native Alaskan	1.0	0.5	0.5
Asian	0.7	0.7	0.0
Black/African American	17.8	15.8	2.0
Native Hawaiian/Other Pacific Islander	0.3	0.2	0.1
White/Caucasian	59.9	64.1	-4.2
More Than One Race	1.0	0.6	0.4
Other	11.9	14.7	-2.8
Unknown	7.4	3.4	4.0
<b>Ethnicity</b>			
Hispanic-Cuban	0.0	0.3	-0.3
Hispanic-Mexican	0.7	0.5	0.2
Hispanic-Other	5.1	7.3	-2.2
Hispanic-Puerto Rican	14.4	11.7	2.7
Non-Hispanic	59.8	73.6	-13.8
Unknown	20.0	6.6	13.4
<b>Age</b>			
18-24	10.6	14.9	-4.3
25-34	22.2	22.2	0.0
35-54	44.3	44.1	0.2
55-64	16.5	15.0	1.5
65+	3.3	5.1	-1.8
Other/Unknown	3.1	1.4	1.7

A positive number in the Difference column indicates the number of percentage points by which the Consumer Satisfaction Survey sample exceeds the overall DMHAS population. A negative number indicates that the overall DMHAS population is larger than the Consumer Survey sample for a particular category.

Examination of Tables 1 and 2 shows that the proportion of males and females responding to the consumer survey has remained relatively stable over the years with slightly more males than females responding. The consumer survey is still slightly under sampling males (up to 2.5%).

Racial composition of the respondents to the consumer survey is fairly consistent with the overall DMHAS population. If anything, the consumer survey slightly oversampled minorities in SFY2014.

With regard to ethnicity, at first glance, the consumer survey appears to sample a smaller proportion of non-Hispanic consumers; however, 20% of the survey respondents declined to

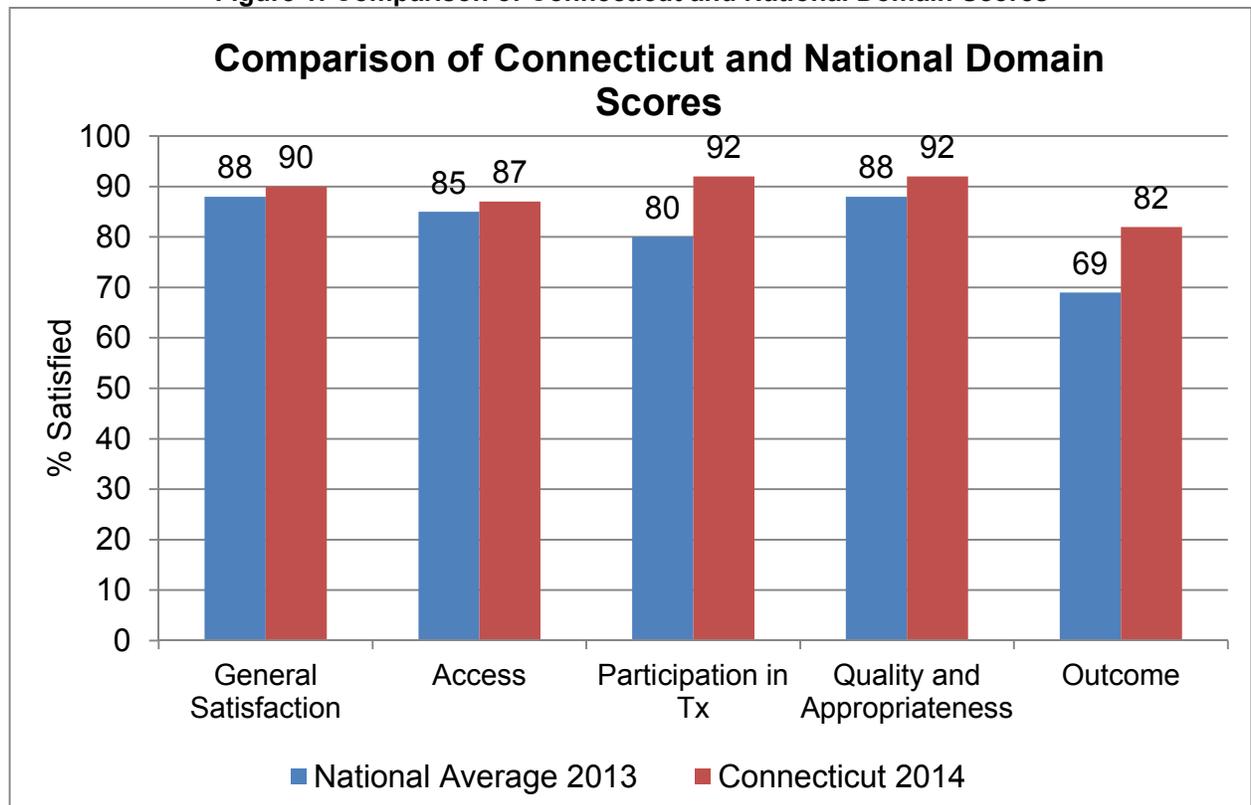
identify his or her ethnicity so the consumer survey may be closer to the DMHAS population than these data indicate.

In the age category, the youngest age group (18-24) and the oldest age group (65+) are under sampled, while the middle (and largest) age group (35-54) is right on target this year.. Increased effort is being made to encourage consumer satisfaction survey participation within the Young Adult Services programs, which saw a 40%+ increase in survey participation this year.

In conclusion, the demographics of the group of consumers who answered the survey in SFY2014 are generally representative of the larger DMHAS population of clients.

### Satisfaction with Services

Figure 1: Comparison of Connecticut and National Domain Scores



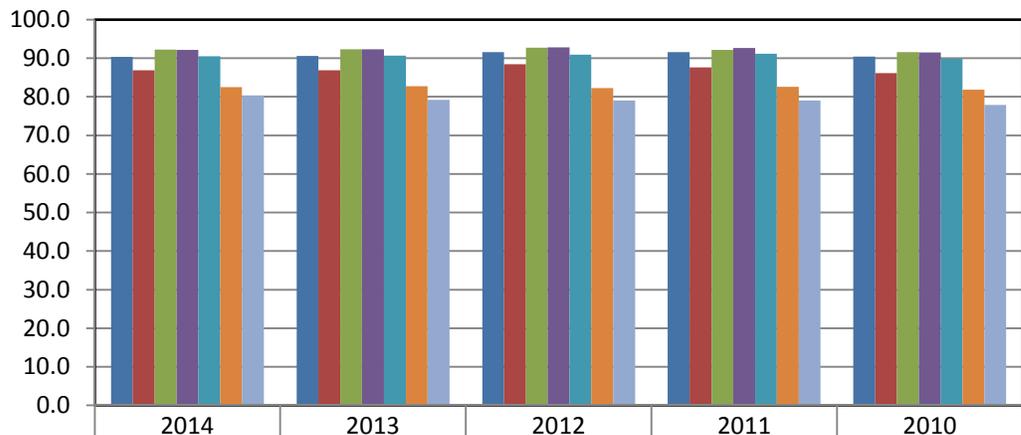
When compared to the latest MHSIP national survey results available (2013 CMHS Uniform Reporting System Output Tables), Connecticut consumers report higher levels of satisfaction in all domains: General Satisfaction, Access, Participation in Treatment, Quality and Appropriateness, and Outcome. Connecticut scores were 2%-13% higher than the national average in each domain.

## Trends over Time

### Statewide Satisfaction Trends by Domain

Figure 2: Trends (2010 - 2014) in Consumer Satisfaction

#### State Satisfaction Trends By Domain



Domain	2014	2013	2012	2011	2010
General Satisfaction	90.4	90.6	91.5	91.6	90.4
Access	86.9	86.9	88.5	87.6	86.1
Participation in Treatment	92.2	92.3	92.8	92.1	91.5
Quality and Appropriateness	92.2	92.3	92.8	92.6	91.5
Respect	90.5	90.6	90.9	91.1	89.8
Outcome	82.5	82.7	82.2	82.6	81.8
Recovery	80.4	79.2	79.1	79.0	77.9

The percentage of consumers satisfied with services has remained relatively steady for over 5 years. Within each domain, however, the number of clients who have been satisfied with services has generally increased in small increments. During the last five years, consumers have reported being most satisfied with the level of family Participation in Treatment and with the Quality and Appropriateness domain. In FY 2014, 92% of respondents felt they received appropriate services, 91% felt that they were respected by staff, 90% were generally satisfied, and 87% expressed satisfaction with access to services. About 83% of respondents were satisfied with perceived outcomes. Finally, 80% of respondents were satisfied with their progress toward recovery.

**Table 3: Statewide Trends (2008-2013) by Domain**

Domain	Year	Satisfied		Neutral		Dissatisfied	
		N	%	N	%	N	%
<b>General Satisfaction</b>							
	2014	21256	90.4	1858	7.9	413	1.8
	2013	19318	90.6	1618	7.6	381	1.8
	2012	20511	91.5	1566	7.0	333	1.5
	2011	22121	91.6	1660	6.9	371	1.5
	2010	23351	90.4	1998	7.7	474	1.8
<b>Access</b>							
	2014	20117	86.9	2793	12.1	248	1.1
	2013	18306	86.9	2540	12.1	225	1.1
	2012	19527	88.5	2366	10.7	183	0.8
	2011	20897	87.6	2706	11.3	259	1.1
	2010	21911	86.1	3226	12.7	308	1.2
	2009	20320	85.1	3260	13.7	310	1.3
<b>Participation in Treatment</b>							
	2014	21352	92.2	1353	5.8	447	1.9
	2013	19373	92.3	1213	5.8	408	1.9
	2012	20496	92.8	1198	5.4	404	1.8
	2011	21934	92.1	1417	6.0	456	1.9
	2010	23242	91.5	1595	6.3	556	2.2
<b>Quality and Appropriateness</b>							
	2014	21254	92.2	1622	7.0	185	0.8
	2013	19269	92.3	1431	6.9	172	0.8
	2012	20332	92.8	1440	6.6	140	0.6
	2011	21948	92.6	1570	6.6	174	0.7
	2010	23183	91.5	1930	7.6	227	0.9
<b>Respect</b>							
	2014	19103	90.5	1618	7.7	383	1.8
	2013	17181	90.6	1448	7.6	327	1.7
	2012	18137	90.9	1465	7.4	343	1.7
	2011	19522	91.1	1558	7.3	342	1.6
	2010	20568	89.8	1824	8.0	509	2.2
<b>Outcome</b>							
	2014	18446	82.5	3499	15.6	424	1.9
	2013	16869	82.7	3141	15.4	377	1.9
	2012	17610	82.2	3410	15.9	396	1.9
	2011	18999	82.6	3543	15.4	474	2.1
	2009	18703	81.0	3883	16.8	499	2.2
<b>Recovery</b>							
	2014	18059	80.4	3732	16.6	685	3.1
	2013	16235	79.2	3590	17.5	678	3.3
	2012	17029	79.1	3785	17.6	726	3.4
	2011	18269	79.0	4052	17.5	803	3.5
	2010	19435	77.9	4603	18.5	915	3.7

**Table 4: Statewide Trends (2009-2014) by Question**

Year	Satisfied		Neutral		Dissatisfied		Mean	Median	Std. Dev.
	N	%	N	%	N	%			
<b>General Satisfaction</b>									
<i>I like the services that I received here.</i>									
2014	21665	92.2	1466	6.2	356	1.5	1.6	1	0.7
2013	19681	92.5	1279	6.0	321	1.5	1.6	1	0.7
2012	20819	93.1	1263	5.6	273	1.2	1.5	1	0.7
2011	22419	93.1	1336	5.5	328	1.4	1.5	1	0.7
2010	23718	92.0	1654	6.4	404	1.6	1.6	1	0.7
2009	22045	91.2	1694	7.0	443	1.8	1.6	1	0.7
<i>If I had other choices, I would still get services from this agency.</i>									
2014	20422	87.5	1962	8.4	954	4.1	1.7	2	0.9
2013	18481	87.5	1804	8.5	841	4.0	1.7	2	0.8
2012	19593	88.2	1818	8.2	803	3.6	1.7	1	0.8
2011	21218	88.6	1868	7.8	867	3.6	1.7	2	0.8
2010	22239	86.9	2303	9.0	1041	4.1	1.7	2	0.9
2009	20773	86.6	2178	9.1	1039	4.3	1.7	2	0.9
<i>I would recommend this agency to a friend or family member.</i>									
2014	21052	90.5	1554	6.7	652	2.8	1.6	1	0.8
2013	19067	90.3	1488	7.0	569	2.7	1.6	1	0.8
2012	20295	91.4	1364	6.1	535	2.4	1.6	1	0.8
2011	21851	91.4	1473	6.2	571	2.4	1.6	1	0.8
2010	23142	90.6	1688	6.6	719	2.8	1.6	1	0.8
2009	21573	90.0	1678	7.0	718	3.0	1.6	1	0.8
<b>Access</b>									
<i>The location of services was convenient.</i>									
2014	19633	85.4	2186	9.5	1176	5.1	1.8	2	0.9
2013	17860	85.5	1935	9.3	1104	5.3	1.7	2	0.9
2012	19020	86.7	1934	8.8	989	4.5	1.7	2	0.9
2011	20128	85.0	2301	9.7	1255	5.3	1.8	2	0.9
2010	21355	84.4	2546	10.1	1401	5.5	1.8	2	0.9
2009	19832	83.5	2511	10.6	1408	5.9	1.8	2	0.9
<i>Staff was willing to see me as often as I felt was necessary.</i>									
2014	20974	90.0	1684	7.2	636	2.7	1.6	1	0.8
2013	19082	90.2	1506	7.1	574	2.7	1.6	1	0.8
2012	20186	90.9	1483	6.7	527	2.4	1.6	1	0.7
2011	21694	90.5	1631	6.8	644	2.7	1.6	1	0.8
2010	22823	89.2	1972	7.7	788	3.1	1.7	2	0.8
2009	21242	88.4	1977	8.2	798	3.3	1.7	2	0.8
<i>Staff returned my calls within 24 hours.</i>									
2014	18857	85.4	2276	10.3	960	4.3	1.7	2	0.9
2013	17176	85.3	2109	10.5	859	4.3	1.7	2	0.9
2012	18207	86.6	2044	9.7	769	3.7	1.7	2	0.8
2011	19619	86.2	2266	10.0	885	3.9	1.7	2	0.8
2010	20366	84.3	2658	11.0	1132	4.7	1.8	2	0.9
2009	19138	84.1	2604	11.4	1003	4.4	1.8	2	0.9
<i>Services were available at times that were good for me.</i>									
2014	20933	89.8	1721	7.4	653	2.8	1.7	2	0.8
2013	19001	89.8	1584	7.5	584	2.8	1.7	2	0.8
2012	20160	90.9	1491	6.7	517	2.3	1.6	2	0.7
2011	21662	90.5	1647	6.9	625	2.6	1.6	2	0.8

Year	Satisfied		Neutral		Dissatisfied		Mean	Median	Std. Dev.
	N	%	N	%	N	%			
2010	22815	89.4	2016	7.9	698	2.7	1.7	2	0.8
2009	21231	88.6	2010	8.4	715	3.0	1.7	2	0.8
<b>Participation in Treatment</b>									
<i>I felt comfortable asking questions about my services, treatment, or medication.</i>									
2014	21352	92.2	1353	5.8	447	1.9	1.6	1	0.7
2013	19373	92.3	1213	5.8	408	1.9	1.6	1	0.7
2012	20496	92.8	1198	5.4	404	1.8	1.6	1	0.7
2011	21934	92.1	1417	6.0	456	1.9	1.6	1	0.7
2010	23242	91.5	1595	6.3	556	2.2	1.6	1	0.7
2009	21605	90.8	1642	6.9	553	2.3	1.6	1	0.8
<b>Quality and Appropriateness</b>									
<i>I felt free to complain.</i>									
2014	20091	86.8	2150	9.3	894	3.9	1.7	2	0.8
2013	18224	87.1	1927	9.2	774	3.7	1.7	2	0.8
2012	19228	87.3	2031	9.2	758	3.4	1.7	2	0.8
2011	20668	87.2	2156	9.1	891	3.8	1.7	2	0.8
2010	21802	86.0	2448	9.7	1109	4.4	1.7	2	0.9
2009	20150	84.8	2523	10.6	1097	4.6	1.8	2	0.9
<i>Staff here believes that I can grow, change, and recover.</i>									
2014	21681	93.1	1343	5.8	262	1.1	1.5	1	0.7
2013	19617	92.9	1214	5.8	274	1.3	1.5	1	0.7
2012	20820	93.9	1121	5.1	228	1.0	1.5	1	0.7
2011	22400	93.8	1213	5.1	275	1.2	1.5	1	0.7
2010	23743	92.9	1496	5.9	322	1.3	1.5	1	0.7
2009	22034	92.1	1538	6.4	344	1.4	1.6	1	0.7
<i>I was given information about my rights.</i>									
2014	20949	90.4	1583	6.8	631	2.7	1.6	2	0.8
2013	19103	91.0	1382	6.6	504	2.4	1.6	1	0.8
2012	20134	91.2	1379	6.2	553	2.5	1.6	1	0.7
2011	21749	91.6	1434	6.0	567	2.4	1.6	2	0.7
2010	22947	90.4	1705	6.7	738	2.9	1.7	2	0.8
2009	21280	89.3	1798	7.5	745	3.1	1.7	2	0.8
<i>Staff told me what side effects to watch out for.</i>									
2014	17501	83.5	2373	11.3	1083	5.2	1.8	2	0.9
2013	15879	83.0	2291	12.0	962	5.0	1.8	2	0.9
2012	16671	83.9	2194	11.0	1007	5.1	1.8	2	0.9
2011	18156	84.1	2346	10.9	1098	5.1	1.8	2	0.9
2010	19222	82.8	2733	11.8	1250	5.4	1.8	2	0.9
2009	17843	81.4	2800	12.8	1278	5.8	1.9	2	0.9
<i>Staff respected my wishes about who is, and who is not, to be given information about my treatment and/or services.</i>									
2014	21297	92.4	1320	5.7	427	1.9	1.6	1	0.7
2013	19217	92.2	1225	5.9	395	1.9	1.6	1	0.7
2012	20267	92.7	1217	5.6	389	1.8	1.6	1	0.7
2011	21858	92.5	1338	5.7	439	1.9	1.6	1	0.7
2010	23223	91.6	1578	6.2	544	2.1	1.6	1	0.7
2009	21501	90.7	1652	7.0	551	2.3	1.6	1	0.8

Year	Satisfied		Neutral		Dissatisfied		Mean	Median	Std. Dev.
	N	%	N	%	N	%			
<i>Staff was sensitive to my cultural/ethnic background.</i>									
2014	20008	89.7	1891	8.5	399	1.8	1.6	1	0.7
2013	18212	90.0	1683	8.3	332	1.6	1.6	1	0.7
2012	19029	90.3	1711	8.1	342	1.6	1.6	1	0.7
2011	20595	89.9	1885	8.2	417	1.8	1.6	1	0.7
2010	21713	89.0	2220	9.1	463	1.9	1.7	2	0.8
2009	20207	88.1	2271	9.9	457	2.0	1.7	2	0.8
<i>Staff helped me to obtain information I needed so that I could take charge of managing my illness.</i>									
2014	20147	90.1	1746	7.8	480	2.1	1.6	2	0.8
2013	18441	90.4	1547	7.6	419	2.1	1.6	2	0.7
2012	19528	90.8	1576	7.3	410	1.9	1.6	1	0.7
2011	20937	90.8	1691	7.3	432	1.9	1.6	1	0.7
2010	22184	89.5	2001	8.1	589	2.4	1.7	2	0.8
2009	20626	88.7	1994	8.6	624	2.7	1.7	2	0.8
<b>Respect</b>									
<i>My wishes are respected about the amount of family involvement I want in my treatment.</i>									
2014	19103	90.5	1618	7.7	383	1.8	1.6	2	0.7
2013	17181	90.6	1448	7.6	327	1.7	1.6	1	0.7
2012	18137	90.9	1465	7.3	343	1.7	1.6	1	0.7
2011	19522	91.1	1558	7.3	342	1.6	1.6	1	0.7
2010	20568	89.8	1824	8.0	509	2.2	1.6	2	0.8
2009	18829	88.5	1907	9.0	548	2.6	1.7	2	0.8
<b>Outcome</b>									
<i>As a result of services I have received from this agency, I deal more effectively with daily problems.</i>									
2014	19345	85.7	2636	11.7	581	2.6	1.8	2	0.8
2013	17602	85.7	2374	11.6	563	2.7	1.8	2	0.8
2012	18626	86.4	2362	11.0	567	2.6	1.8	2	0.8
2011	19934	86.2	2600	11.2	603	2.6	1.8	2	0.8
2010	21289	85.3	2920	11.7	748	3.0	1.8	2	0.8
2009	19714	84.8	2875	12.4	665	2.9	1.8	2	0.8
<i>As a result of services I have received from this agency, I am better able to control my life.</i>									
2014	19146	85.0	2798	12.4	592	2.6	1.8	2	0.8
2013	17449	85.0	2489	12.1	581	2.8	1.8	2	0.8
2012	18313	85.0	2680	12.4	556	2.6	1.8	2	0.8
2011	19711	85.1	2781	12.0	664	2.9	1.8	2	0.8
2010	21016	84.2	3200	12.8	752	3.0	1.8	2	0.8
2009	19398	83.4	3130	13.5	728	3.1	1.8	2	0.8
<i>As a result of services I have received from this agency, I am better able to deal with crisis.</i>									
2014	18566	82.7	3105	13.8	783	3.5	1.8	2	0.8
2013	16902	82.7	2839	13.9	702	3.4	1.8	2	0.8
2012	17739	82.5	3017	14.0	738	3.4	1.8	2	0.8
2011	18996	82.4	3209	13.9	838	3.6	1.8	2	0.8
2010	20352	81.9	3541	14.2	966	3.9	1.9	2	0.8
2009	18741	80.9	3552	15.3	866	3.7	1.9	2	0.8
<i>As a result of services I have received from this agency, I am getting along better with my family.</i>									
2014	17444	80.1	3368	15.5	957	4.4	1.9	2	0.9
2013	15896	79.9	3117	15.7	872	4.4	1.9	2	0.9
2012	16622	79.7	3289	15.8	939	4.5	1.9	2	0.9
2011	17863	79.8	3480	15.5	1047	4.7	1.9	2	0.9
2010	19269	79.6	3770	15.6	1161	4.8	1.9	2	0.9

Year	Satisfied		Neutral		Dissatisfied		Mean	Median	Std. Dev.
	N	%	N	%	N	%			
<i>As a result of services I have received from this agency, I do better in social situations.</i>									
2014	17667	79.4	3607	16.2	973	4.4	1.9	2	0.9
2013	16087	79.4	3269	16.1	910	4.5	1.9	2	0.9
2012	16910	79.4	3487	16.4	899	4.2	1.9	2	0.9
2011	18154	79.3	3715	16.2	1023	4.5	1.9	2	0.9
2010	19426	78.7	4090	16.6	1180	4.8	1.9	2	0.9
2009	18024	78.4	3894	16.9	1071	4.7	1.9	2	0.9
<i>As a result of services I have received from this agency, I do better in school and/or work.</i>									
2014	13982	75.7	3637	19.7	840	4.6	1.9	2	0.9
2013	12791	76.2	3256	19.4	749	4.5	1.9	2	0.9
2012	13086	75.3	3510	20.2	779	4.5	1.9	2	0.9
2011	14351	75.7	3673	19.4	924	4.9	1.9	2	0.9
2010	15228	74.4	4231	20.7	1006	4.9	2.0	2	0.9
2009	14117	73.9	4063	21.3	930	4.9	2.0	2	0.9
<i>As a result of services I have received from this agency, My symptoms are not bothering me as much.</i>									
2014	16860	76.6	3524	16.0	1623	7.4	2.0	2	1.0
2013	15336	76.5	3286	16.4	1425	7.1	2.0	2	1.0
2012	15934	75.7	3480	16.5	1642	7.8	2.0	2	1.0
2011	17313	76.9	3570	15.9	1625	7.2	2.0	2	1.0
2010	18436	75.7	4008	16.5	1910	7.8	2.0	2	1.0
2009	17070	75.0	3964	17.4	1725	7.6	2.0	2	1.0
<b>Recovery</b>									
<i>In general, I am involved in my community.</i>									
2014	14723	71.4	3813	18.5	2084	10.1	2.1	2	1.0
2013	13435	71.1	3489	18.5	1979	10.5	2.1	2	1.0
2012	13958	70.7	3668	18.6	2119	10.7	2.1	2	1.0
2011	14889	70.2	4049	19.1	2284	10.8	2.1	2	1.0
2010	15981	69.9	4409	19.3	2471	10.8	2.1	2	1.0
2009	14790	69.1	4263	19.9	2338	10.9	2.1	2	1.0
<i>In general, I am able to pursue my interests.</i>									
2014	18105	80.9	3120	13.9	1144	5.1	1.9	2	0.9
2013	16331	80.3	2907	14.3	1101	5.4	1.9	2	0.9
2012	17101	79.9	3113	14.5	1193	5.6	1.9	2	0.9
2011	18359	79.9	3276	14.3	1329	5.8	1.9	2	0.9
2010	19498	79.1	3678	14.9	1486	6.0	2.0	2	0.9
2009	17950	78.0	3649	15.8	1425	6.2	2.0	2	0.9
<i>In general, I can have the life I want, despite my disease/disorder.</i>									
2014	17661	79.3	3119	14.0	1487	6.7	1.9	2	0.9
2013	15908	78.3	3013	14.8	1383	6.8	1.9	2	0.9
2012	16585	77.7	3155	14.8	1592	7.5	2.0	2	1.0
2011	17805	77.8	3371	14.7	1724	7.5	2.0	2	1.0
2010	19001	76.9	3752	15.2	1945	7.9	2.0	2	1.0
2009	17438	75.7	3734	16.2	1875	8.1	2.0	2	1.0
<i>In general, I feel like I am in control of my treatment.</i>									
2014	18371	82.7	2838	12.8	996	4.5	1.9	2	0.9
2013	16735	82.2	2636	12.9	995	4.9	1.9	2	0.9
2012	17563	82.1	2762	12.9	1070	5.0	1.9	2	0.9
2011	18850	81.9	3024	13.1	1136	4.9	1.9	2	0.9
2010	20087	80.8	3409	13.7	1357	5.5	1.9	2	0.9
2009	18376	79.5	3421	14.8	1329	5.7	1.9	2	0.9

Year	Satisfied		Neutral		Dissatisfied		Mean	Median	Std. Dev
	N	%	N	%	N	%			
<i>In general, I give back to my family and/or community.</i>									
2014	17439	81.0	3220	15.0	865	4.0	1.9	2	0.9
2013	15815	80.0	3086	15.6	858	4.3	1.9	2	0.9
2012	16556	80.1	3160	15.3	950	4.6	1.9	2	0.9
2011	17833	79.8	3481	15.6	1023	4.6	1.9	2	0.9
2010	19265	79.7	3784	15.6	1138	4.7	1.9	2	0.9
2009	17646	78.2	3795	16.8	1124	5.0	1.9	2	0.9

The five questions that received the highest satisfaction ratings (i.e., had lowest average response on the 1-5 scale (1=strongly agree)) are as follows:

- (Q8) Staff here believes that I can grow, change, and recover.
- (Q1) I like the services that I received here.
- (Q13) Staff respected my wishes about who is, and who is not, to be given information about my treatment and/or services.
- (Q9) I felt comfortable asking questions about my services, treatment or medication
- (Q3) I would recommend this agency to a friend or family member

These questions had the highest satisfaction ratings with the average ratings in the “Strongly Agree” category (#1 on the scale of 1-5). The percentage of clients who indicated satisfaction in these areas ranged from 90.5% - 93.1%, while the percentage who indicated dissatisfaction ranged from 1.1% - 2.8%.

The five questions that received the lowest satisfaction ratings (i.e., had highest average response on the 1-5 scale (5=strongly disagree)) are as follows:

- (Q24) I am involved in my community (for example, church, volunteering, sports, support groups, or work). (lowest rated)
- (Q23) My symptoms are not bothering me as much.
- (Q22) I do better in school and/or work.
- (Q26) I can have the life I want, despite my disease/disorder.
- (Q25) I am able to pursue my interests.

Although these questions had the lowest satisfaction ratings, the average ratings still fell into the “Agree” category (#2 on the scale of 1-5). The percentage of clients who indicated satisfaction in these areas ranged from 71.3% - 80.8%, while the percentage who indicated dissatisfaction ranged from 4.6% - 10.2%. These questions all come from the Outcome or Recovery domains.

These highest/lowest questions have remained stable since SFY2012.

The next set of tables document how consumers tended to rate satisfaction with services from DMHAS providers within each of the various survey domains.

# General Satisfaction

**Table 5: General Satisfaction Domain by Provider**

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Dixwell Newhallville Community MHS	96	96	100.00%
Easter Seal Goodwill Ind. Rehab. Center Inc.	38	38	100.00%
Family Intervention Center	125	125	100.00%
Kuhn Employment Opportunities Inc.	41	41	100.00%
Stafford Family Services	88	88	100.00%
Connecticut Renaissance Inc.	157	156	99.36%
New Milford Hospital	113	112	99.12%
Catholic Charities- Waterbury	74	73	98.65%
InterCommunity Inc.	195	192	98.46%
St. Mary's Hospital Corporation	183	180	98.36%
St. Vincent DePaul Mission of Waterbury Inc.	59	58	98.31%
Community Enterprises Inc.	58	57	98.28%
Easter Seals of Greater Hrtfd Rehab Center Inc.	58	57	98.28%
United Community and Family Services	58	57	98.28%
Waterbury Hospital Health Center	47	46	97.87%
Catholic Charities of Fairfield County Inc.	167	163	97.60%
John J. Driscoll United Labor Agency Inc.	38	37	97.37%
Hall Brooke Foundation Inc.	72	70	97.22%
McCall Foundation Inc	36	35	97.22%
Advanced Behavioral Health	141	137	97.16%
Backus Hospital	101	98	97.03%
Liberty Community Services	31	30	96.77%
Community Renewal Team (CRT)	200	193	96.50%
My Sisters' Place	56	54	96.43%
Bridge House	111	107	96.40%
St. Vincent DePaul Place Middletown Inc.	51	49	96.08%
Fairfield Counseling Services Inc.	50	48	96.00%
Marrakech Day Services	121	116	95.87%
Center for Human Development	191	183	95.81%
Perception Programs Inc	189	181	95.77%
Yale University-Behavioral Health	113	108	95.58%
Prime Time House Inc.	135	129	95.56%
Farrell Treatment Center	112	107	95.54%
Optimus Health Care-Bennett Behavioral Health	130	124	95.38%
Middlesex Hospital Mental Health Clinic	78	74	94.87%
Kennedy Center Inc.	115	109	94.78%
Laurel House	268	254	94.78%
Fellowship Inc.	287	272	94.77%
Leeway Inc.	38	36	94.74%
Danbury Hospital	126	119	94.44%
Goodwill of Western and Northern CT Inc.	107	101	94.39%
New Haven Home Recovery	34	32	94.12%
Bristol Hospital	118	111	94.07%
United Services Inc.	640	602	94.06%
Hartford Dispensary	1538	1444	93.89%
Western Connecticut Mental Health Network	687	645	93.89%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Keystone House Inc.	130	122	93.85%
Reliance House	146	137	93.84%
CommuniCare Inc	96	90	93.75%
Family and Childrens Agency Inc	80	75	93.75%
Connecticut Mental Health Center	731	685	93.71%
Chrysalis Center Inc.	381	357	93.70%
Catholic Charities - Institute for the Hispanic Fa	155	145	93.55%
Community Mental Health Affiliates	548	512	93.43%
FSW Inc.	59	55	93.22%
Charlotte Hungerford Hospital	159	148	93.08%
Chemical Abuse Services Agency (CASA)	459	427	93.03%
Connecticut Counseling Centers Inc.	378	350	92.59%
Mental Health Association of CT Inc.	477	441	92.45%
Liberation Programs	210	194	92.38%
Immaculate Conception Inc.	45	41	91.11%
Hospital of St. Raphael	100	91	91.00%
Shelter for the Homeless Inc.	77	70	90.91%
Norwalk Hospital	254	230	90.55%
Supportive Environmental Living Facility Inc-SELF	42	38	90.48%
Community Health Resources Inc.	782	707	90.41%
BH Care (formerly Harbor and Birmingham)	426	383	89.91%
Continuum of Care	188	169	89.89%
Ability Beyond	165	148	89.70%
Hartford Behavioral Health	165	148	89.70%
Sound Community Services Inc.	174	156	89.66%
Southeastern Mental Health Authority	172	154	89.53%
Connection Inc	306	273	89.22%
Pathways Inc.	108	96	88.89%
Bridges	267	237	88.76%
Community Health Services Inc.	26	23	88.46%
Yale University - WAGE	34	30	88.24%
Alcohol and Drug Recovery Center ADRC	411	362	88.08%
Recovery Network of Programs	988	868	87.85%
Guardian Ad Litem	113	99	87.61%
Natchaug Hospital	134	117	87.31%
Connecticut Valley Hospital	126	110	87.30%
Columbus House	141	123	87.23%
Midwestern CT Council on Alcoholism (MCCA)	1344	1172	87.20%
Mercy Housing and Shelter Corporation	108	93	86.11%
Hartford Hospital	165	142	86.06%
Cornell Scott-Hill Health Corporation	630	539	85.56%
River Valley Services	203	172	84.73%
Rushford Center	660	559	84.70%
Capitol Region Mental Health Center	188	159	84.57%
Southwest Connecticut Mental Health System	403	340	84.37%
Central Naugatuck Valley (CNV) Help Inc.	236	199	84.32%
Wellmore (Morris Foundation Inc)	572	480	83.92%
Gilead Community Services Inc.	178	147	82.58%
Inspirica Inc. (formerly St Luke's LifeWorks)	68	56	82.35%
New Directions Inc of North Central Conn.	204	167	81.86%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Central CT Coast YMCA	44	36	81.82%
Wheeler Clinic	435	354	81.38%
APT Foundation Inc	877	712	81.19%
SCADD	238	193	81.09%
Crossroad Inc	111	55	49.55%
Beth El Center Inc.	3	3	-
Centro Renacer of CT Inc (formerly Hogar Crea)	10	8	-
Community Health Center Inc.	19	19	-
Council of Churches_Greater Bridgeport	12	12	-
CTE Inc. Viewpoint Recovery Program	4	4	-
Day Kimball Hospital	2	1	-
Family Centered Services of CT (CCCC)	15	15	-
Friendship Service Center	16	12	-
Hands on Hartford	9	9	-
Martin House	9	8	-
My People Clinical Services LLC	6	5	-
Operation Hope of Fairfield Inc.	16	15	-
Youth Challenge of CT Inc	11	10	-
YWCA of Hartford	7	5	-

Providers with dashes in their 'Percent Satisfied' cells had less than 25 surveys for which the Domain was calculated

## Access

**Table 6: Access Domain by Provider**

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Easter Seal Goodwill Ind. Rehab. Center Inc.	37	37	100.00%
Easter Seals of Greater Hrtfd Rehab Center Inc.	58	58	100.00%
New Milford Hospital	110	109	99.09%
Stafford Family Services	87	86	98.85%
Community Enterprises Inc.	57	56	98.25%
Connecticut Renaissance Inc.	143	140	97.90%
Advanced Behavioral Health	138	135	97.83%
Kuhn Employment Opportunities Inc.	41	40	97.56%
InterCommunity Inc.	195	190	97.44%
Leeway Inc.	38	37	97.37%
Bridge House	111	108	97.30%
John J. Driscoll United Labor Agency Inc.	37	36	97.30%
Hall Brooke Foundation Inc.	72	70	97.22%
Dixwell Newhallville Community MHS	96	93	96.88%
Family Intervention Center	123	119	96.75%
Fairfield Counseling Services Inc.	51	49	96.08%
St. Vincent DePaul Place Middletown Inc.	50	48	96.00%
Yale University-Behavioral Health	113	108	95.58%
Prime Time House Inc.	135	129	95.56%
Bristol Hospital	115	109	94.78%
CommuniCare Inc	94	89	94.68%
Catholic Charities- Waterbury	73	69	94.52%
Ability Beyond	162	153	94.44%
Fellowship Inc.	284	268	94.37%
Farrell Treatment Center	106	100	94.34%
Marrakech Day Services	121	114	94.21%
McCall Foundation Inc	34	32	94.12%
New Haven Home Recovery	33	31	93.94%
Kennedy Center Inc.	115	108	93.91%
Keystone House Inc.	130	122	93.85%
Waterbury Hospital Health Center	47	44	93.62%
Liberty Community Services	31	29	93.55%
Catholic Charities of Fairfield County Inc.	165	154	93.33%
FSW Inc.	59	55	93.22%
United Services Inc.	630	587	93.17%
Connecticut Mental Health Center	726	676	93.11%
United Community and Family Services	58	54	93.10%
Perception Programs Inc	180	167	92.78%
Supportive Environmental Living Facility Inc-SELF	41	38	92.68%
Community Renewal Team (CRT)	200	185	92.50%
Western Connecticut Mental Health Network	685	633	92.41%
Middlesex Hospital Mental Health Clinic	78	72	92.31%
Optimus Health Care-Bennett Behavioral Health	128	118	92.19%
Laurel House	266	245	92.11%
Backus Hospital	101	93	92.08%
Community Health Services Inc.	25	23	92.00%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Guardian Ad Litem	111	102	91.89%
St. Mary's Hospital Corporation	183	168	91.80%
St. Vincent DePaul Mission of Waterbury Inc.	59	54	91.53%
Mental Health Association of CT Inc.	474	433	91.35%
My Sisters' Place	56	51	91.07%
Shelter for the Homeless Inc.	78	71	91.03%
Pathways Inc.	107	97	90.65%
Goodwill of Western and Northern CT Inc.	106	96	90.57%
Center for Human Development	189	171	90.48%
Continuum of Care	185	167	90.27%
Catholic Charities - Institute for the Hispanic Fa	151	136	90.07%
Family and Childrens Agency Inc	80	72	90.00%
Charlotte Hungerford Hospital	159	141	88.68%
Chrysalis Center Inc.	376	333	88.56%
Natchaug Hospital	131	116	88.55%
Community Health Resources Inc.	769	679	88.30%
Yale University - WAGE	34	30	88.24%
Central Naugatuck Valley (CNV) Help Inc.	199	175	87.94%
Bridges	257	226	87.94%
Hartford Dispensary	1532	1344	87.73%
Reliance House	143	125	87.41%
Norwalk Hospital	253	221	87.35%
Connection Inc	300	262	87.33%
Mercy Housing and Shelter Corporation	107	93	86.92%
New Directions Inc of North Central Conn.	199	172	86.43%
Chemical Abuse Services Agency (CASA)	455	393	86.37%
Community Mental Health Affiliates	540	464	85.93%
Columbus House	140	120	85.71%
BH Care (formerly Harbor and Birmingham)	423	362	85.58%
Hospital of St. Raphael	97	83	85.57%
Southeastern Mental Health Authority	172	147	85.47%
Connecticut Counseling Centers Inc.	377	322	85.41%
Danbury Hospital	123	105	85.37%
Liberation Programs	207	176	85.02%
Hartford Behavioral Health	163	138	84.66%
Central CT Coast YMCA	44	37	84.09%
Inspirica Inc. (formerly St Luke's LifeWorks)	68	57	83.82%
Wellmore (Morris Foundation Inc)	539	451	83.67%
Midwestern CT Council on Alcoholism (MCCA)	1322	1104	83.51%
Recovery Network of Programs	975	814	83.49%
Sound Community Services Inc.	171	141	82.46%
Alcohol and Drug Recovery Center ADRC	403	332	82.38%
Southwest Connecticut Mental Health System	400	329	82.25%
Immaculate Conception Inc.	44	36	81.82%
Hartford Hospital	163	133	81.60%
Gilead Community Services Inc.	172	140	81.40%
Capitol Region Mental Health Center	184	149	80.98%
Connecticut Valley Hospital	120	97	80.83%
River Valley Services	201	161	80.10%
Rushford Center	649	510	78.58%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
SCADD	230	180	78.26%
Wheeler Clinic	421	328	77.91%
Cornell Scott-Hill Health Corporation	627	457	72.89%
APT Foundation Inc	866	613	70.79%
Crossroad Inc	107	58	54.21%
Beth El Center Inc.	3	3	-
Centro Renacer of CT Inc (formerly Hogar Crea)	10	8	-
Community Health Center Inc.	19	16	-
Council of Churches_Greater Bridgeport	12	12	-
CTE Inc. Viewpoint Recovery Program	4	4	-
Day Kimball Hospital	2	2	-
Family Centered Services of CT (CCCC)	15	15	-
Friendship Service Center	16	14	-
Hands on Hartford	9	9	-
Martin House	8	8	-
My People Clinical Services LLC	6	6	-
Operation Hope of Fairfield Inc.	16	16	-
Youth Challenge of CT Inc	10	8	-
YWCA of Hartford	8	8	-

Providers with dashes in their 'Percent Satisfied' cells had less than 25 surveys for which the Domain was calculated

## Participation in Treatment

**Table 7: “I felt comfortable asking questions about my services, treatment or medication” by Provider**

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Connecticut Renaissance Inc.	157	157	100.00%
Dixwell Newhallville Community MHS	96	96	100.00%
Easter Seal Goodwill Ind. Rehab. Center Inc.	37	37	100.00%
Fairfield Counseling Services Inc.	51	51	100.00%
Leeway Inc.	38	38	100.00%
New Haven Home Recovery	34	34	100.00%
Advanced Behavioral Health	139	138	99.28%
Marrakech Day Services	119	118	99.16%
New Milford Hospital	113	112	99.12%
Yale University-Behavioral Health	113	112	99.12%
Stafford Family Services	88	87	98.86%
Optimus Health Care-Bennett Behavioral Health	126	124	98.41%
United Community and Family Services	58	57	98.28%
St. Mary's Hospital Corporation	183	179	97.81%
Family Intervention Center	124	121	97.58%
InterCommunity Inc.	195	190	97.44%
John J. Driscoll United Labor Agency Inc.	36	35	97.22%
Community Renewal Team (CRT)	200	194	97.00%
Liberty Community Services	31	30	96.77%
St. Vincent DePaul Mission of Waterbury Inc.	59	57	96.61%
Easter Seals of Greater Hrtfd Rehab Center Inc.	58	56	96.55%
FSW Inc.	58	56	96.55%
Goodwill of Western and Northern CT Inc.	103	99	96.12%
Middlesex Hospital Mental Health Clinic	77	74	96.10%
Hartford Dispensary	1533	1472	96.02%
Hospital of St. Raphael	99	95	95.96%
Bristol Hospital	118	113	95.76%
Catholic Charities of Fairfield County Inc.	141	135	95.74%
CommuniCare Inc	94	90	95.74%
New Directions Inc of North Central Conn.	201	192	95.52%
Reliance House	144	137	95.14%
Kuhn Employment Opportunities Inc.	41	39	95.12%
Connecticut Counseling Centers Inc.	376	356	94.68%
Connecticut Mental Health Center	731	691	94.53%
Family and Childrens Agency Inc	73	69	94.52%
Catholic Charities- Waterbury	72	68	94.44%
McCall Foundation Inc	36	34	94.44%
Danbury Hospital	124	117	94.35%
Hall Brooke Foundation Inc.	70	66	94.29%
Catholic Charities - Institute for the Hispanic Fa	152	143	94.08%
Perception Programs Inc	184	173	94.02%
Keystone House Inc.	130	122	93.85%
Mental Health Association of CT Inc.	471	442	93.84%
Recovery Network of Programs	984	923	93.80%
Connection Inc	303	284	93.73%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Liberation Programs	207	194	93.72%
Farrell Treatment Center	111	104	93.69%
Waterbury Hospital Health Center	47	44	93.62%
Bridges	262	245	93.51%
Community Mental Health Affiliates	539	504	93.51%
Community Enterprises Inc.	46	43	93.48%
United Services Inc.	633	591	93.36%
Community Health Resources Inc.	773	721	93.27%
Hartford Behavioral Health	163	152	93.25%
Western Connecticut Mental Health Network	677	631	93.21%
Norwalk Hospital	249	232	93.17%
Backus Hospital	102	95	93.14%
Center for Human Development	186	173	93.01%
Guardian Ad Litem	113	105	92.92%
BH Care (formerly Harbor and Birmingham)	420	390	92.86%
Bridge House	111	103	92.79%
Columbus House	137	127	92.70%
Supportive Environmental Living Facility Inc-SELF	40	37	92.50%
Southeastern Mental Health Authority	171	158	92.40%
Shelter for the Homeless Inc.	77	71	92.21%
Chrysalis Center Inc.	357	329	92.16%
Connecticut Valley Hospital	126	116	92.06%
My Sisters' Place	50	46	92.00%
Prime Time House Inc.	125	115	92.00%
St. Vincent DePaul Place Middletown Inc.	50	46	92.00%
Chemical Abuse Services Agency (CASA)	457	420	91.90%
Charlotte Hungerford Hospital	160	147	91.88%
Midwestern CT Council on Alcoholism (MCCA)	1330	1220	91.73%
Mercy Housing and Shelter Corporation	106	97	91.51%
Fellowship Inc.	225	205	91.11%
Central Naugatuck Valley (CNV) Help Inc.	236	214	90.68%
Continuum of Care	182	165	90.66%
Natchaug Hospital	135	122	90.37%
Wellmore (Morris Foundation Inc)	561	506	90.20%
Alcohol and Drug Recovery Center ADRC	411	370	90.02%
Rushford Center	654	585	89.45%
Laurel House	262	234	89.31%
Sound Community Services Inc.	174	155	89.08%
Gilead Community Services Inc.	176	156	88.64%
Wheeler Clinic	433	382	88.22%
APT Foundation Inc	876	763	87.10%
River Valley Services	198	172	86.87%
Hartford Hospital	164	142	86.59%
SCADD	236	204	86.44%
Immaculate Conception Inc.	43	37	86.05%
Ability Beyond	157	135	85.99%
Kennedy Center Inc.	109	93	85.32%
Pathways Inc.	108	92	85.19%
Inspirica Inc. (formerly St Luke's LifeWorks)	67	57	85.07%
Yale University - WAGE	33	28	84.85%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Cornell Scott-Hill Health Corporation	626	529	84.50%
Southwest Connecticut Mental Health System	401	330	82.29%
Capitol Region Mental Health Center	185	149	80.54%
Central CT Coast YMCA	40	32	80.00%
Crossroad Inc	108	86	79.63%
Beth El Center Inc.	3	2	-
Centro Renacer of CT Inc (formerly Hogar Crea)	9	6	-
Community Health Center Inc.	19	19	-
Community Health Services Inc.	24	24	-
Council of Churches Greater Bridgeport	9	9	-
CTE Inc. Viewpoint Recovery Program	4	3	-
Day Kimball Hospital	2	2	-
Family Centered Services of CT (CCCC)	14	14	-
Friendship Service Center	16	12	-
Hands on Hartford	9	8	-
Martin House	9	7	-
My People Clinical Services LLC	6	5	-
Operation Hope of Fairfield Inc.	16	14	-
Youth Challenge of CT Inc	12	11	-
YWCA of Hartford	5	4	-

Providers with dashes in their 'Percent Satisfied' cells had less than 25 surveys for which the Domain was calculated

## Quality and Appropriateness

**Table 8: Quality and Appropriateness Domain by Provider**

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Community Enterprises Inc.	47	47	100.00%
Connecticut Renaissance Inc.	157	157	100.00%
Easter Seal Goodwill Ind. Rehab. Center Inc.	37	37	100.00%
Easter Seals of Greater Hrtfd Rehab Center Inc.	58	58	100.00%
John J. Driscoll United Labor Agency Inc.	32	32	100.00%
Kuhn Employment Opportunities Inc.	40	40	100.00%
Leeway Inc.	37	37	100.00%
Liberty Community Services	31	31	100.00%
New Milford Hospital	111	111	100.00%
St. Mary's Hospital Corporation	184	184	100.00%
Stafford Family Services	85	85	100.00%
Waterbury Hospital Health Center	46	46	100.00%
InterCommunity Inc.	195	194	99.49%
Advanced Behavioral Health	139	138	99.28%
Dixwell Newhallville Community MHS	96	95	98.96%
Family Intervention Center	119	117	98.32%
United Community and Family Services	54	53	98.15%
Goodwill of Western and Northern CT Inc.	105	103	98.10%
Fairfield Counseling Services Inc.	48	47	97.92%
Connecticut Counseling Centers Inc.	375	365	97.33%
Catholic Charities- Waterbury	73	71	97.26%
New Haven Home Recovery	33	32	96.97%
Catholic Charities of Fairfield County Inc.	160	155	96.88%
CommuniCare Inc	93	90	96.77%
Perception Programs Inc	184	178	96.74%
St. Vincent DePaul Mission of Waterbury Inc.	59	57	96.61%
Bristol Hospital	115	111	96.52%
Community Renewal Team (CRT)	200	193	96.50%
Farrell Treatment Center	111	107	96.40%
Kennedy Center Inc.	111	107	96.40%
Bridge House	107	103	96.26%
Community Health Services Inc.	25	24	96.00%
Danbury Hospital	124	119	95.97%
Center for Human Development	187	179	95.72%
Hall Brooke Foundation Inc.	70	67	95.71%
Hartford Dispensary	1535	1468	95.64%
New Directions Inc of North Central Conn.	201	192	95.52%
Yale University-Behavioral Health	110	105	95.45%
Optimus Health Care-Bennett Behavioral Health	128	122	95.31%
Marrakech Day Services	121	115	95.04%
Chemical Abuse Services Agency (CASA)	460	436	94.78%
Connecticut Mental Health Center	724	686	94.75%
Middlesex Hospital Mental Health Clinic	76	72	94.74%
Prime Time House Inc.	129	122	94.57%
Keystone House Inc.	126	119	94.44%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
McCall Foundation Inc	36	34	94.44%
Community Health Resources Inc.	761	718	94.35%
Chrysalis Center Inc.	369	348	94.31%
Liberation Programs	210	198	94.29%
Charlotte Hungerford Hospital	157	148	94.27%
United Services Inc.	619	582	94.02%
St. Vincent DePaul Place Middletown Inc.	50	47	94.00%
Yale University - WAGE	33	31	93.94%
Community Mental Health Affiliates	539	506	93.88%
Western Connecticut Mental Health Network	679	636	93.67%
Mental Health Association of CT Inc.	471	440	93.42%
Continuum of Care	181	169	93.37%
Catholic Charities - Institute for the Hispanic Fa	151	140	92.72%
Hospital of St. Raphael	96	89	92.71%
Supportive Environmental Living Facility Inc-SELF	41	38	92.68%
Fellowship Inc.	268	248	92.54%
Recovery Network of Programs	981	906	92.35%
Reliance House	143	132	92.31%
Bridges	258	238	92.25%
Natchaug Hospital	129	119	92.25%
Backus Hospital	100	92	92.00%
Central Naugatuck Valley (CNV) Help Inc.	237	218	91.98%
Guardian Ad Litem	112	103	91.96%
Family and Childrens Agency Inc	74	68	91.89%
Shelter for the Homeless Inc.	74	68	91.89%
Midwestern CT Council on Alcoholism (MCCA)	1314	1202	91.48%
Hartford Behavioral Health	162	148	91.36%
Mercy Housing and Shelter Corporation	102	93	91.18%
Laurel House	256	233	91.02%
Connection Inc	299	272	90.97%
Ability Beyond	155	141	90.97%
Norwalk Hospital	249	226	90.76%
Southeastern Mental Health Authority	170	154	90.59%
BH Care (formerly Harbor and Birmingham)	417	377	90.41%
Immaculate Conception Inc.	41	37	90.24%
Wellmore (Morris Foundation Inc)	562	505	89.86%
FSW Inc.	59	53	89.83%
Pathways Inc.	108	97	89.81%
Connecticut Valley Hospital	126	112	88.89%
Alcohol and Drug Recovery Center ADRC	407	360	88.45%
APT Foundation Inc	875	767	87.66%
Sound Community Services Inc.	170	149	87.65%
Rushford Center	653	572	87.60%
Hartford Hospital	165	144	87.27%
Wheeler Clinic	414	357	86.23%
SCADD	232	199	85.78%
My Sisters' Place	48	41	85.42%
Columbus House	136	116	85.29%
Inspirica Inc. (formerly St Luke's LifeWorks)	66	56	84.85%
Central CT Coast YMCA	39	33	84.62%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Southwest Connecticut Mental Health System	395	333	84.30%
Gilead Community Services Inc.	172	143	83.14%
River Valley Services	198	164	82.83%
Cornell Scott-Hill Health Corporation	625	509	81.44%
Capitol Region Mental Health Center	182	143	78.57%
Crossroad Inc	107	72	67.29%
Beth El Center Inc.	3	3	-
Centro Renacer of CT Inc (formerly Hogar Crea)	10	8	-
Community Health Center Inc.	19	19	-
Council of Churches_Greater Bridgeport	9	9	-
CTE Inc. Viewpoint Recovery Program	4	4	-
Day Kimball Hospital	2	2	-
Family Centered Services of CT (CCCC)	14	14	-
Friendship Service Center	13	12	-
Hands on Hartford	8	8	-
Martin House	9	8	-
My People Clinical Services LLC	6	5	-
Operation Hope of Fairfield Inc.	16	16	-
Youth Challenge of CT Inc	12	11	-
YWCA of Hartford	5	4	-

Providers with dashes in their 'Percent Satisfied' cells had less than 25 surveys for which the Domain was calculated

# Respect

**Table 9: “My wishes are respected about the amount of family involvement I want in my treatment” by Provider**

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Dixwell Newhallville Community MHS	89	89	100.00%
Easter Seals of Greater Hrtfd Rehab Center Inc.	57	57	100.00%
Family Intervention Center	123	123	100.00%
Kuhn Employment Opportunities Inc.	37	37	100.00%
Liberty Community Services	31	31	100.00%
Connecticut Renaissance Inc.	156	155	99.36%
Community Enterprises Inc.	55	54	98.18%
New Milford Hospital	108	106	98.15%
United Community and Family Services	53	52	98.11%
Backus Hospital	91	89	97.80%
Fairfield Counseling Services Inc.	44	43	97.73%
Advanced Behavioral Health	128	125	97.66%
InterCommunity Inc.	193	188	97.41%
Marrakech Day Services	112	109	97.32%
Bristol Hospital	111	108	97.30%
Central CT Coast YMCA	36	35	97.22%
Leeway Inc.	34	33	97.06%
New Haven Home Recovery	33	32	96.97%
McCall Foundation Inc	31	30	96.77%
St. Vincent DePaul Mission of Waterbury Inc.	56	54	96.43%
Stafford Family Services	79	76	96.20%
John J. Driscoll United Labor Agency Inc.	25	24	96.00%
Middlesex Hospital Mental Health Clinic	70	67	95.71%
Catholic Charities- Waterbury	65	62	95.38%
Goodwill of Western and Northern CT Inc.	101	96	95.05%
Keystone House Inc.	116	110	94.83%
St. Mary's Hospital Corporation	174	165	94.83%
Catholic Charities of Fairfield County Inc.	151	143	94.70%
Community Renewal Team (CRT)	186	176	94.62%
Connecticut Counseling Centers Inc.	333	315	94.59%
Danbury Hospital	109	103	94.50%
CommuniCare Inc	90	85	94.44%
Hartford Dispensary	1422	1341	94.30%
Hall Brooke Foundation Inc.	68	64	94.12%
Central Naugatuck Valley (CNV) Help Inc.	220	207	94.09%
Kennedy Center Inc.	101	95	94.06%
Mercy Housing and Shelter Corporation	84	79	94.05%
Easter Seal Goodwill Ind. Rehab. Center Inc.	33	31	93.94%
Farrell Treatment Center	111	104	93.69%
Reliance House	138	129	93.48%
Community Mental Health Affiliates	459	429	93.46%
Waterbury Hospital Health Center	43	40	93.02%
FSW Inc.	56	52	92.86%
Community Health Resources Inc.	723	671	92.81%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Family and Childrens Agency Inc	68	63	92.65%
Prime Time House Inc.	119	110	92.44%
Mental Health Association of CT Inc.	428	395	92.29%
Center for Human Development	167	154	92.22%
Perception Programs Inc	177	163	92.09%
Western Connecticut Mental Health Network	643	592	92.07%
Chemical Abuse Services Agency (CASA)	414	381	92.03%
United Services Inc.	576	530	92.01%
New Directions Inc of North Central Conn.	171	157	91.81%
Liberation Programs	203	186	91.63%
Continuum of Care	177	162	91.53%
Charlotte Hungerford Hospital	139	127	91.37%
Columbus House	126	115	91.27%
Connecticut Mental Health Center	701	639	91.16%
Guardian Ad Litem	101	92	91.09%
Yale University-Behavioral Health	100	91	91.00%
Fellowship Inc.	255	232	90.98%
Alcohol and Drug Recovery Center ADRC	317	288	90.85%
Connection Inc	183	166	90.71%
Laurel House	244	221	90.57%
Bridges	239	216	90.38%
Recovery Network of Programs	888	798	89.86%
Norwalk Hospital	215	193	89.77%
Supportive Environmental Living Facility Inc-SELF	39	35	89.74%
Catholic Charities - Institute for the Hispanic Fa	145	130	89.66%
Bridge House	106	95	89.62%
Sound Community Services Inc.	152	136	89.47%
Optimus Health Care-Bennett Behavioral Health	103	92	89.32%
Hospital of St. Raphael	84	75	89.29%
Midwestern CT Council on Alcoholism (MCCA)	1206	1073	88.97%
Hartford Behavioral Health	143	127	88.81%
Shelter for the Homeless Inc.	71	63	88.73%
Wellmore (Morris Foundation Inc)	492	436	88.62%
Ability Beyond	140	124	88.57%
Chrysalis Center Inc.	345	304	88.12%
St. Vincent DePaul Place Middletown Inc.	42	37	88.10%
Yale University - WAGE	33	29	87.88%
Gilead Community Services Inc.	164	144	87.80%
Southeastern Mental Health Authority	164	144	87.80%
Hartford Hospital	139	122	87.77%
BH Care (formerly Harbor and Birmingham)	384	337	87.76%
APT Foundation Inc	743	649	87.35%
Connecticut Valley Hospital	114	99	86.84%
Wheeler Clinic	371	320	86.25%
Natchaug Hospital	122	105	86.07%
Southwest Connecticut Mental Health System	380	321	84.47%
SCADD	223	185	82.96%
River Valley Services	189	156	82.54%
Rushford Center	619	510	82.39%
Inspirica Inc. (formerly St Luke's LifeWorks)	66	54	81.82%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Pathways Inc.	99	81	81.82%
Cornell Scott-Hill Health Corporation	576	466	80.90%
Immaculate Conception Inc.	40	32	80.00%
My Sisters' Place	43	34	79.07%
Capitol Region Mental Health Center	175	136	77.71%
Crossroad Inc	91	66	72.53%
Centro Renacer of CT Inc (formerly Hogar Crea)	10	8	-
Community Health Center Inc.	12	11	-
Community Health Services Inc.	24	20	-
Council of Churches_Greater Bridgeport	6	6	-
CTE Inc. Viewpoint Recovery Program	4	3	-
Day Kimball Hospital	1	1	-
Family Centered Services of CT (CCCC)	14	14	-
Friendship Service Center	9	8	-
Hands on Hartford	9	8	-
Martin House	2	2	-
My People Clinical Services LLC	6	5	-
Operation Hope of Fairfield Inc.	15	13	-
YWCA of Hartford	3	2	-

Providers with dashes in their 'Percent Satisfied' cells had less than 25 surveys for which the Domain was calculated

# Outcome

**Table 10: Outcome Domain by Provider**

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Connecticut Renaissance Inc.	157	157	100.00%
Family Intervention Center	123	123	100.00%
Waterbury Hospital Health Center	47	46	97.87%
Leeway Inc.	37	36	97.30%
New Haven Home Recovery	32	31	96.88%
Perception Programs Inc	187	178	95.19%
Kuhn Employment Opportunities Inc.	39	37	94.87%
InterCommunity Inc.	195	183	93.85%
St. Mary's Hospital Corporation	183	170	92.90%
Connecticut Counseling Centers Inc.	345	320	92.75%
Hartford Dispensary	1488	1376	92.47%
Dixwell Newhallville Community MHS	95	87	91.58%
Hall Brooke Foundation Inc.	69	63	91.30%
Continuum of Care	183	166	90.71%
Bristol Hospital	116	105	90.52%
Farrell Treatment Center	111	100	90.09%
Chemical Abuse Services Agency (CASA)	448	403	89.96%
Advanced Behavioral Health	137	123	89.78%
Community Renewal Team (CRT)	197	176	89.34%
Danbury Hospital	112	100	89.29%
CommuniCare Inc	92	82	89.13%
Keystone House Inc.	126	112	88.89%
Goodwill of Western and Northern CT Inc.	106	94	88.68%
Marrakech Day Services	113	100	88.50%
Liberation Programs	206	182	88.35%
New Directions Inc of North Central Conn.	188	166	88.30%
St. Vincent DePaul Mission of Waterbury Inc.	59	52	88.14%
Community Enterprises Inc.	58	51	87.93%
Kennedy Center Inc.	106	93	87.74%
Catholic Charities of Fairfield County Inc.	159	139	87.42%
Guardian Ad Litem	111	97	87.39%
Laurel House	250	218	87.20%
Liberty Community Services	31	27	87.10%
Catholic Charities - Institute for the Hispanic Fa	147	128	87.07%
Fairfield Counseling Services Inc.	45	39	86.67%
Easter Seals of Greater Hrtfd Rehab Center Inc.	52	45	86.54%
Fellowship Inc.	273	236	86.45%
Immaculate Conception Inc.	44	38	86.36%
Catholic Charities- Waterbury	73	63	86.30%
Mental Health Association of CT Inc.	457	393	86.00%
Hartford Hospital	159	136	85.53%
Supportive Environmental Living Facility Inc-SELF	40	34	85.00%
Bridge House	112	95	84.82%
Wellmore (Morris Foundation Inc)	536	454	84.70%
Western Connecticut Mental Health Network	670	567	84.63%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Connecticut Valley Hospital	123	104	84.55%
Connecticut Mental Health Center	696	585	84.05%
Prime Time House Inc.	130	109	83.85%
Alcohol and Drug Recovery Center ADRC	392	327	83.42%
Easter Seal Goodwill Ind. Rehab. Center Inc.	36	30	83.33%
New Milford Hospital	113	94	83.19%
Community Health Resources Inc.	760	630	82.89%
Family and Childrens Agency Inc	70	58	82.86%
McCall Foundation Inc	35	29	82.86%
John J. Driscoll United Labor Agency Inc.	29	24	82.76%
Pathways Inc.	103	85	82.52%
United Community and Family Services	57	47	82.46%
Yale University - WAGE	34	28	82.35%
Connection Inc	181	149	82.32%
Backus Hospital	96	79	82.29%
Chrysalis Center Inc.	362	297	82.04%
Central Naugatuck Valley (CNV) Help Inc.	231	189	81.82%
APT Foundation Inc	844	685	81.16%
Yale University-Behavioral Health	106	86	81.13%
Recovery Network of Programs	962	774	80.46%
Southwest Connecticut Mental Health System	385	309	80.26%
Shelter for the Homeless Inc.	70	56	80.00%
Center for Human Development	184	147	79.89%
Midwestern CT Council on Alcoholism (MCCA)	1258	1003	79.73%
Optimus Health Care-Bennett Behavioral Health	112	89	79.46%
Norwalk Hospital	242	192	79.34%
Community Mental Health Affiliates	525	415	79.05%
Mercy Housing and Shelter Corporation	99	78	78.79%
My Sisters' Place	51	40	78.43%
SCADD	233	182	78.11%
Wheeler Clinic	406	316	77.83%
Southeastern Mental Health Authority	165	127	76.97%
FSW Inc.	55	42	76.36%
Stafford Family Services	84	64	76.19%
Capitol Region Mental Health Center	175	133	76.00%
Cornell Scott-Hill Health Corporation	615	465	75.61%
Gilead Community Services Inc.	170	128	75.29%
Ability Beyond	157	118	75.16%
Hospital of St. Raphael	100	75	75.00%
Sound Community Services Inc.	168	126	75.00%
River Valley Services	194	145	74.74%
Reliance House	138	103	74.64%
Middlesex Hospital Mental Health Clinic	70	52	74.29%
Bridges	251	182	72.51%
Columbus House	134	97	72.39%
United Services Inc.	601	434	72.21%
Inspirica Inc. (formerly St Luke's LifeWorks)	64	46	71.88%
Rushford Center	648	462	71.30%
St. Vincent DePaul Place Middletown Inc.	48	34	70.83%
Crossroad Inc	94	66	70.21%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
BH Care (formerly Harbor and Birmingham)	409	282	68.95%
Central CT Coast YMCA	38	26	68.42%
Natchaug Hospital	124	84	67.74%
Charlotte Hungerford Hospital	150	100	66.67%
Hartford Behavioral Health	150	99	66.00%
Centro Renacer of CT Inc (formerly Hogar Crea)	10	9	-
Community Health Center Inc.	19	8	-
Community Health Services Inc.	24	20	-
Council of Churches_Greater Bridgeport	8	7	-
CTE Inc. Viewpoint Recovery Program	4	4	-
Day Kimball Hospital	2	1	-
Family Centered Services of CT (CCCC)	15	14	-
Friendship Service Center	10	10	-
Hands on Hartford	9	6	-
Martin House	2	0	-
My People Clinical Services LLC	6	4	-
Operation Hope of Fairfield Inc.	15	14	-
YWCA of Hartford	4	2	-

Providers with dashes in their 'Percent Satisfied' cells had less than 25 surveys for which the Domain was calculated

# Recovery

**Table 11: Recovery Domain by Provider**

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Connecticut Renaissance Inc.	143	143	100.00%
Family Intervention Center	123	123	100.00%
Leeway Inc.	36	36	100.00%
InterCommunity Inc.	195	185	94.87%
New Directions Inc of North Central Conn.	192	178	92.71%
Liberty Community Services	27	25	92.59%
Perception Programs Inc	188	173	92.02%
Farrell Treatment Center	111	102	91.89%
Connecticut Counseling Centers Inc.	350	320	91.43%
Community Enterprises Inc.	58	53	91.38%
Easter Seals of Greater Hrtfd Rehab Center Inc.	57	52	91.23%
Continuum of Care	183	166	90.71%
Marrakech Day Services	116	105	90.52%
Hartford Dispensary	1484	1330	89.62%
Dixwell Newhallville Community MHS	95	85	89.47%
St. Mary's Hospital Corporation	178	159	89.33%
Advanced Behavioral Health	139	124	89.21%
Hall Brooke Foundation Inc.	71	63	88.73%
Bridge House	111	98	88.29%
Catholic Charities - Institute for the Hispanic Fa	150	132	88.00%
St. Vincent DePaul Mission of Waterbury Inc.	58	51	87.93%
Community Renewal Team (CRT)	198	174	87.88%
John J. Driscoll United Labor Agency Inc.	33	29	87.88%
Prime Time House Inc.	131	115	87.79%
Liberation Programs	203	178	87.68%
Keystone House Inc.	128	112	87.50%
Waterbury Hospital Health Center	47	41	87.23%
Chemical Abuse Services Agency (CASA)	449	388	86.41%
Danbury Hospital	110	95	86.36%
FSW Inc.	57	49	85.96%
Goodwill of Western and Northern CT Inc.	106	91	85.85%
Kuhn Employment Opportunities Inc.	41	35	85.37%
Yale University - WAGE	33	28	84.85%
Fellowship Inc.	283	240	84.81%
Central Naugatuck Valley (CNV) Help Inc.	229	194	84.72%
Alcohol and Drug Recovery Center ADRC	395	333	84.30%
Catholic Charities of Fairfield County Inc.	164	138	84.15%
Mental Health Association of CT Inc.	461	387	83.95%
Bristol Hospital	117	98	83.76%
Wellmore (Morris Foundation Inc)	539	451	83.67%
SCADD	237	197	83.12%
Connection Inc	189	157	83.07%
Center for Human Development	185	153	82.70%
McCall Foundation Inc	34	28	82.35%
Mercy Housing and Shelter Corporation	102	84	82.35%
My Sisters' Place	51	42	82.35%
Midwestern CT Council on Alcoholism (MCCA)	1271	1044	82.14%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Community Health Resources Inc.	761	622	81.73%
Shelter for the Homeless Inc.	71	58	81.69%
Kennedy Center Inc.	113	92	81.42%
Laurel House	257	209	81.32%
Connecticut Valley Hospital	122	99	81.15%
Ability Beyond	160	129	80.63%
Easter Seal Goodwill Ind. Rehab. Center Inc.	36	29	80.56%
Optimus Health Care-Bennett Behavioral Health	113	91	80.53%
Wheeler Clinic	413	332	80.39%
New Milford Hospital	111	89	80.18%
New Haven Home Recovery	30	24	80.00%
Recovery Network of Programs	966	768	79.50%
Fairfield Counseling Services Inc.	48	38	79.17%
Family and Childrens Agency Inc	72	57	79.17%
Western Connecticut Mental Health Network	665	526	79.10%
Crossroad Inc	95	75	78.95%
St. Vincent DePaul Place Middletown Inc.	47	37	78.72%
Hartford Hospital	159	125	78.62%
Guardian Ad Litem	112	88	78.57%
CommuniCare Inc	93	73	78.49%
Connecticut Mental Health Center	706	552	78.19%
Sound Community Services Inc.	165	129	78.18%
Columbus House	135	105	77.78%
Community Mental Health Affiliates	529	404	76.37%
Southwest Connecticut Mental Health System	385	293	76.10%
APT Foundation Inc	838	636	75.89%
United Community and Family Services	58	44	75.86%
Supportive Environmental Living Facility Inc-SELF	41	31	75.61%
Yale University-Behavioral Health	109	82	75.23%
Chrysalis Center Inc.	369	276	74.80%
Capitol Region Mental Health Center	177	132	74.58%
Norwalk Hospital	241	179	74.27%
Southeastern Mental Health Authority	165	122	73.94%
Reliance House	141	104	73.76%
Cornell Scott-Hill Health Corporation	613	452	73.74%
Catholic Charities- Waterbury	74	54	72.97%
River Valley Services	178	128	71.91%
Stafford Family Services	87	62	71.26%
Inspirica Inc. (formerly St Luke's LifeWorks)	66	47	71.21%
Backus Hospital	97	68	70.10%
Rushford Center	651	455	69.89%
Gilead Community Services Inc.	171	119	69.59%
Bridges	255	175	68.63%
Hospital of St. Raphael	98	67	68.37%
Pathways Inc.	107	73	68.22%
Central CT Coast YMCA	39	26	66.67%
BH Care (formerly Harbor and Birmingham)	413	272	65.86%
United Services Inc.	603	397	65.84%
Middlesex Hospital Mental Health Clinic	68	44	64.71%
Natchaug Hospital	126	80	63.49%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Hartford Behavioral Health	148	92	62.16%
Charlotte Hungerford Hospital	152	93	61.18%
Immaculate Conception Inc.	37	21	56.76%
Centro Renacer of CT Inc (formerly Hogar Crea)	10	8	-
Community Health Center Inc.	19	9	-
Community Health Services Inc.	24	20	-
Council of Churches_Greater Bridgeport	8	8	-
CTE Inc. Viewpoint Recovery Program	4	3	-
Day Kimball Hospital	2	1	-
Family Centered Services of CT (CCCC)	15	15	-
Friendship Service Center	13	11	-
Hands on Hartford	9	7	-
Martin House	2	0	-
My People Clinical Services LLC	6	5	-
Operation Hope of Fairfield Inc.	15	9	-
YWCA of Hartford	5	4	-

Providers with dashes in their 'Percent Satisfied' cells had less than 25 surveys for which the Domain was calculated

# Consumer Survey Differences between Groups<sup>7</sup>

## Consumer Satisfaction across Program Type

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
SU Programs	83.5	91.6	<b>83.8</b>	88.1	92.1	90.1	<b>82.7</b>
MH Programs	<b>90.0</b>	<b>92.6</b>	81.4	<b>92.2</b>	92.2	91.1	78.1
Significance	*	*	*	*	ns	ns	*

Values represent % of consumers who indicated that they were satisfied with services

\* identifies a significant difference at the .05 level (ns = difference is not significant)

**BOLD** values identify the higher value when a difference is significant

- More clients in MH programs reported satisfaction in the Access, Appropriateness, and General Satisfaction domains.
- More clients in SU programs reported satisfaction in the Outcome and Recovery domains.

## Consumer Satisfaction across Gender

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
Men	86.2	91.3	<b>83.3</b>	89.4	91.5	89.8	80.6
Women	<b>87.9</b>	<b>93.5</b>	81.4	<b>91.5</b>	<b>93.2</b>	<b>91.7</b>	79.8
Significance	*	*	*	*	*	*	ns
<b>SU Programs</b>							
Men	82.2	90.3	83.7	87.1	90.1	89.0	82.1
Women	<b>85.7</b>	<b>94.1</b>	84.1	<b>90.1</b>	<b>94.2</b>	<b>92.4</b>	83.9
Significance	*	*	ns	*	*	*	ns
<b>MH Programs</b>							
Men	<b>90.9</b>	92.4	<b>83.1</b>	92.2	92.2	91.0	<b>79.3</b>
Women	89.3	93.2	79.8	92.4	92.5	91.5	77.1
Significance	*	ns	*	ns	ns	ns	*

Values represent % of consumers who indicated that they were satisfied with services

\* identifies a significant difference at the .05 level (ns = difference is not significant)

**BOLD** values identify the higher value when a difference is significant

### Across All Programs:

- More women reported satisfaction with services in the Access, Appropriateness, General Satisfaction, Participation in treatment, and Respect domains.
- More men reported satisfaction with services in the Outcome domain.

### In SU Programs:

- More women were satisfied with services in the Access, Appropriateness, General Satisfaction, Participation in treatment, and Respect domains.

### In MH Programs:

- More men reported satisfaction in the Access, Outcome, and Recovery domains.

<sup>7</sup> All analyses were evaluated at alpha = .05. This means that there is a 5 in 100 chance (before Bonferroni correction) that a difference is identified as a significant difference when in fact it is not.

### Consumer Satisfaction across Race

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
White	86.5	92.3	81.2	90.1	<b>92.4</b>	91.0	78.6
Black	<b>88.6</b>	92.4	<b>84.9</b>	90.3	<b>92.6</b>	90.0	<b>84.2</b>
Other	85.9	91.6	<b>84.3</b>	90.9	90.8	89.9	<b>82.3</b>
Significance	*	ns	*	ns	*	ns	*
<b>SU Programs</b>							
White	83.1	91.8	83.1	87.8	93.2	90.6	81.5
Black	84.6	91.1	84.4	87.2	92.8	88.6	<b>85.5</b>
Other	83.2	91.5	86.6	89.7	90.7	90.3	<b>84.4</b>
Significance	ns	ns	ns	ns	ns	ns	*
<b>MH Programs</b>							
White	89.8	92.7	79.6	92.3	92.4	91.4	75.7
Black	91.1	93.3	<b>84.9</b>	92.6	92.8	91.1	<b>83.9</b>
Other	89.3	91.5	<b>83.3</b>	92.1	91.2	90.2	80.2
Significance	ns	ns	*	ns	ns	ns	*

Values represent % of consumers who indicated that they were satisfied with services

\* identifies a significant difference at the .05 level (ns = difference is not significant)

**BOLD** values identify the higher value(s) when a difference is significant

#### Across All Programs:

- In the Access domain, more consumers who identified themselves the Black category were satisfied than those who identified themselves in the White or Other categories.
- In the Outcome and Recovery domains, more consumers who identified themselves in the Black or Other category were satisfied than those who identified themselves in the White category.
- For Participation in Treatment, more clients who identified themselves as White or Black were satisfied compared to those who identified themselves into the Other category.

#### In SU Programs:

- In the Recovery domain, more consumers in the Black or Other racial categories were satisfied with services than those in the White category.

#### In MH Programs:

- In the Outcome domain, more consumers who identified themselves in the Black or Other racial categories were satisfied than those who identified themselves in the White category.
- In the Recovery domain, more consumers who identified themselves in the Black category were satisfied than those who identified themselves in the other categories.

### Consumer Satisfaction across Ethnicity

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
Hispanic	<b>88.3</b>	<b>93.8</b>	<b>86.1</b>	<b>91.5</b>	92.9	91.8	<b>83.0</b>
Non Hispanic	86.8	92.5	81.6	90.5	92.4	91.0	79.5
Significance	*	*	*	*	ns	ns	*
<b>SU Programs</b>							
Hispanic	85.0	93.2	<b>87.0</b>	<b>90.4</b>	92.5	91.3	<b>85.4</b>
Non Hispanic	82.8	91.6	82.9	87.9	92.2	90.2	81.8
Significance	ns	ns	*	*	ns	ns	*
<b>MH Programs</b>							
Hispanic	<b>92.2</b>	94.5	<b>85.5</b>	93.5	93.3	92.6	<b>80.8</b>
Non Hispanic	90.2	93.2	80.6	92.7	92.5	91.9	77.5
Significance	*	ns	*	ns	ns	ns	*

Values represent % of consumers who indicated that they were satisfied with services

\* identifies a significant difference at the .05 level (ns = difference is not significant)

**BOLD** values identify the higher value when a difference is significant

#### Across All Programs:

- In each of the significant domains (Access, Appropriateness, Outcome, General Satisfaction, and Recovery), more consumers who identified themselves as Hispanic were satisfied with services than those who identified themselves as non-Hispanic.
- This is the same pattern that has been reported since 2010.

#### In SU Programs:

- In the Outcome, General Satisfaction, and Recovery domains, more Hispanic consumers were satisfied with services than non-Hispanic consumers.

#### In MH Programs:

- In each significant domain (Access, Outcome, Recovery), more Hispanic consumers were satisfied with services than non-Hispanic consumers.

### Consumer Satisfaction across Age Groups

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
24 & Under	81.6	89.5	80.5	85.7	89.6	88.5	80.6
25-34	85.1	<b>93.0</b>	83.0	88.3	<b>92.5</b>	90.9	81.4
35-54	87.7	<b>92.3</b>	82.1	91.4	<b>92.4</b>	90.8	79.8
55 & Older	<b>90.3</b>	<b>92.7</b>	83.9	<b>92.9</b>	<b>93.2</b>	91.2	80.1
Significance	*	*	*	*	*	ns	ns
<b>SU Programs</b>							
24 & Under	77.4	87.9	80.3	82.3	88.8	88.4	80.7
25-34	82.6	<b>92.2</b>	83.6	86.4	<b>92.9</b>	90.4	82.9
35-54	<b>85.0</b>	<b>92.1</b>	84.6	<b>90.2</b>	<b>92.4</b>	90.3	83.3
55 & Older	<b>87.1</b>	<b>92.9</b>	84.9	<b>90.9</b>	<b>92.6</b>	91.5	82.4
Significance	*	*	*	*	*	ns	ns
<b>MH Programs</b>							
24 & Under	86.1	91.3	80.8	89.2	90.6	89.7	80.1
25-34	89.9	<b>94.7</b>	82.9	91.7	92.2	91.5	79.3
35-54	90.3	92.6	80.1	92.9	92.5	91.4	77.1
55 & Older	91.3	92.4	83.4	93.5	93.3	91.4	79.0
Significance	*	*	*	*	ns	ns	ns

Values represent % of consumers who indicated that they were satisfied with services

\* identifies a significant difference at the .05 level (ns = difference is not significant)

**BOLD** values identify the higher value(s) when a difference is significant

#### Across All Programs:

- In the Access and General Satisfaction domains, more consumers who were 55 years old or older were satisfied with services than consumers in any of the younger age categories.
- Regarding the Appropriateness domain and Participation in treatment, more clients who were 25 years old or older were satisfied with services than clients who were 24 years old or younger.

#### In SU Programs:

- In the Access and General Satisfaction domains, more clients who were 35 years old or older were satisfied than clients who were 34 years old or younger. Additionally, more 25-34 year old clients were satisfied with services compared to clients who were 24 years old or younger.
- In the Appropriateness domain and Participation in Treatment, more clients who were 25 years old or older were satisfied than clients who were 24 years old or younger.
- In the Outcome domain, more clients in the 35 and older age groups were satisfied with services compared to clients in the 24 years and younger group.

#### In MH Programs:

- In the Access and General Satisfaction domains, more clients who were 35 years or older were satisfied than those who were 24 years or younger.
- In the Appropriateness domain, more clients in the 25-34 age group were satisfied compared to clients in all other age groups.
- In the Outcome domain, more clients who were 55 years old or older were satisfied than clients who were in the 35-54 year age group.

### Consumer Satisfaction across Levels of Care

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
Outpatient	87.4	92.5	80.7	90.2	92.4	90.1	78.4
Residential	85.6	90.8	82.0	86.8	91.6	90.9	81.1
Case Management	90.2	93.0	84.0	93.1	92.4	91.5	80.9
Social Rehab	90.4	91.2	84.6	93.1	90.1	89.2	83.9
Employment	<b>95.5</b>	<b>96.3</b>	<b>86.7</b>	95.9	94.3	93.7	85.5
Med Assist Tx	82.1	93.4	<b>88.6</b>	90.4	93.3	92.5	85.1
CSP/RP/ACT	88.5	92.5	80.7	91.9	93.1	91.6	76.9
IOP	83.4	90.4	78.8	87.2	92.0	88.6	76.9
Significance	*	*	*	*	*	*	*
<b>SU Programs</b>							
Outpatient	84.8	91.9	82.5	87.4	91.5	88.8	83.3
Residential	83.7	90.6	83.1	86.1	92.0	91.0	82.9
Case Management	93.3	97.4	90.6	95.5	97.4	95.1	88.3
Employment	95.6	96.7	86.8	95.7	96.9	95.8	91.5
Med Assist Tx	82.1	93.4	88.6	90.4	93.3	92.5	85.1
IOP	82.9	90.1	78.8	87.0	91.8	88.2	77.3
	*	*	*	*	*	*	*
<b>MH Programs</b>							
Outpatient	89.5	92.9	79.2	92.6	93.1	91.1	74.2
Residential	88.7	91.2	80.1	88.0	90.8	90.8	78.1
Case Management	89.5	92.0	82.5	92.6	91.3	90.7	79.2
Social Rehab	90.4	91.2	84.6	93.1	90.1	89.2	<b>83.9</b>
Employment	95.5	96.3	86.7	96.0	94.2	93.6	<b>85.1</b>
CSP/RP/ACT	88.5	92.5	80.7	91.9	93.1	91.6	76.9
IOP	90.4	94.5	78.7	89.4	94.5	94.9	70.8
Significance	*	*	*	*	*	ns	*

Values represent % of consumers who indicated that they were satisfied with services

\* identifies a significant difference at the .05 level (ns = difference is not significant)

**BOLD** values identify the higher value(s) when a difference is significant

#### Across All Programs:

- In the Access, Appropriateness, and Outcome domains, more clients who received employment services were satisfied than clients who received all other types of services listed. Additionally, in the Outcome domain, more clients who received social rehabilitation services were satisfied than clients who received other types of services.
- In the Access and Outcome domains, more clients who received medication assisted treatment services (methadone maintenance) were satisfied than clients who received all other types of services listed (except employment services as noted above).
- In the General Satisfaction domain, more clients who received employment services were satisfied than clients who received all other types of services listed except case management and social rehabilitation services.
- With respect to Participation in Treatment, more clients who received employment or methadone maintenance services were satisfied than clients who received social rehabilitation services.
- With regard to Respect, more clients who received vocational rehabilitation or methadone maintenance services were satisfied than clients who received outpatient, social rehabilitation, or intensive outpatient services.

- In the Recovery domain, more clients who received employment services were satisfied than clients who received CSP/RP/ACT or intensive outpatient services. More clients who received methadone maintenance services were satisfied than clients who received all other services except for social rehabilitation or case management services.

#### In SU Programs:

- In the Access domain, more clients who received case management services were satisfied than clients who received outpatient, residential, methadone maintenance or intensive outpatient services.
- In the Appropriateness domain, more clients who received case management services were satisfied than clients who received outpatient or residential services.
- In the Outcome domain, more clients who received case management or methadone maintenance services were satisfied than clients who received outpatient or intensive outpatient services.
- In the General Satisfaction domain, more clients who received case management or methadone maintenance services were satisfied than clients who received outpatient, residential, or intensive outpatient services.
- With respect to Participation in Treatment more clients who received case management services were satisfied than clients who received outpatient, residential, or intensive outpatient services.
- With regard to Respect, more clients who received case management or methadone maintenance services were satisfied than clients who received outpatient or intensive outpatient services.
- In the Recovery domain, more clients who received outpatient, residential, case management, or methadone maintenance services were satisfied than clients who received intensive outpatient services.

#### In MH Programs:

- In the Access domain, more clients who received vocational rehabilitation services were satisfied than clients who received all other types of services except intensive outpatient services.
- In the Appropriateness domain, more clients who received vocational rehabilitation services were more satisfied than clients who received all other treatment types except intensive outpatient services.
- In the Outcome domain, more clients who received vocational rehabilitation were satisfied than those who received all other types of services except intensive outpatient services. More clients who received vocational or social rehabilitation services were satisfied than those who outpatient services.
- In the General Satisfaction domain, more clients who received employment services were more satisfied than clients who received all other types of services except intensive outpatient services.
- With respect to Participation in Treatment more clients who received outpatient or vocational rehabilitation services were satisfied than clients who received social rehabilitation services.
- In the Recovery domain, more clients who received employment or social rehabilitation services were satisfied than clients who received all other types of services.

### Consumer Satisfaction by Length of Service

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
< 1 Year	85.3	91.5	81.8	88.4	91.9	89.7	80.7
1-2 Years	<b>87.5</b>	93.2	83.0	<b>91.7</b>	92.6	91.3	80.4
2-5 Years	<b>88.1</b>	93.9	83.7	<b>92.6</b>	92.3	92.4	81.1
> 5 Years	<b>88.6</b>	91.7	<b>82.8</b>	<b>91.7</b>	92.4	90.9	78.9
Significance	*	*	ns	*	ns	*	ns
<b>SU Programs</b>							
< 1 Year	83.2	91.1	82.7	87.2	91.8	89.6	82.4
1-2 Years	83.6	93.1	<b>87.0</b>	<b>90.9</b>	92.7	91.8	84.6
2-5 Years	83.9	93.7	<b>86.5</b>	<b>91.1</b>	93.9	91.3	82.3
> 5 Years	85.6	93.0	<b>86.9</b>	<b>90.3</b>	93.9	92.2	84.1
Significance	ns	*	*	*	ns	ns	ns
<b>MH Programs</b>							
< 1 Year	91.3	92.8	79.9	91.8	92.5	90.6	76.5
1-2 Years	89.0	93.1	80.0	91.9	92.4	91.1	77.8
2-5 Years	89.7	94.0	82.6	93.3	93.0	92.8	80.7
> 5 Years	89.6	91.4	82.4	92.2	91.9	90.7	77.8
Significance	ns	*	ns	ns	ns	ns	*

Values represent % of consumers who indicated that they were satisfied with services

\* identifies a significant difference at the .05 level (ns = difference is not significant)

**BOLD** values identify the higher value(s) when a difference is significant

#### Across All Programs:

- Across the Access and General Satisfaction domains, more consumers who had been receiving services for 1 year or more were satisfied than those who were receiving services for less than a year.
- In the Appropriateness and Respect domains, more clients who had been receiving services for 2 - 5 years were satisfied than those who had been receiving services for less than one year.

#### In SU Programs:

- In the Outcome and General Satisfaction domains, more consumers who had been receiving services for more one year or more were satisfied than those who were receiving services for less than a year.
- In the Appropriateness domain, more clients who received services for 2-5 years were satisfied than those who had received services for less than 1 year.

#### In MH Programs:

- In the Appropriateness domain, more clients who had been receiving services for 2 to 5 years were satisfied than those who received services for 5 or more years.
- In the Recovery domain, more clients who had been receiving services for 2-5 years were satisfied with those services than those who had been receiving services for less than one year.

### Consumer Satisfaction across Regions

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
Region 1 (South Western)	<b>86.4</b>	91.5	<b>83.0</b>	89.4	91.0	89.8	80.0
Region 2 (South Central)	83.6	89.4	79.4	87.6	90.8	88.0	77.1
Region 3 (South Eastern)	<b>89.7</b>	93.3	79.3	<b>92.5</b>	92.3	91.5	75.2
Region 4 (North Central)	<b>87.0</b>	92.9	<b>84.9</b>	90.9	93.0	91.5	<b>83.3</b>
Region 5 (Western)	<b>89.4</b>	94.5	<b>84.9</b>	<b>92.2</b>	93.6	93.0	<b>83.6</b>
Significance	*	*	*	*	*	*	*
<b>SU Programs</b>							
Region 1 (South Western)	<b>84.1</b>	<b>93.1</b>	84.1	<b>88.8</b>	<b>93.2</b>	<b>90.8</b>	81.8
Region 2 (South Central)	76.1	86.3	77.1	83.2	87.8	84.5	75.8
Region 3 (South Eastern)	<b>88.4</b>	<b>94.4</b>	85.6	<b>91.8</b>	<b>92.0</b>	<b>90.7</b>	81.5
Region 4 (North Central)	<b>86.7</b>	<b>93.6</b>	<b>88.0</b>	<b>90.7</b>	<b>94.4</b>	<b>92.7</b>	<b>87.3</b>
Region 5 (Western)	<b>86.0</b>	<b>93.4</b>	85.2	<b>89.0</b>	<b>93.1</b>	<b>92.4</b>	<b>85.9</b>
Significance	*	*	*	*	*	*	*
<b>MH Programs</b>							
Region 1 (South Western)	<b>88.7</b>	89.9	<b>81.9</b>	90.0	88.8	88.8	<b>78.2</b>
Region 2 (South Central)	90.3	92.3	<b>81.5</b>	91.5	93.5	91.0	<b>78.3</b>
Region 3 (South Eastern)	90.5	92.5	75.2	92.9	92.5	92.1	71.1
Region 4 (North Central)	87.4	91.9	<b>80.7</b>	91.2	91.0	89.8	<b>77.8</b>
Region 5 (Western)	92.6	<b>95.5</b>	<b>84.6</b>	<b>95.3</b>	94.1	93.5	<b>81.5</b>
Significance	*	*	*	*	*	*	*

Values represent % of consumers who indicated that they were satisfied with services

\* identifies a significant difference at the .05 level (ns = difference is not significant)

**BOLD** values identify the higher value(s) when a difference is significant

#### Across All Programs:

- Access: More clients in Regions 3 & 5 were satisfied than clients in Regions 1, 2 & 4. More clients in all Regions were more satisfied than clients in Region 2.
- Appropriateness: More clients in Region 5 were satisfied than clients in Regions 1, 2 & 4.
- Outcome: More clients in Regions 1, 4 & 5 were satisfied than clients in Regions 2 & 3.
- General Satisfaction: More clients in Regions 3 & 5 were satisfied than clients in Regions 1, 2 & 4.
- Participation in Treatment: More clients in Regions 4 & 5 were satisfied than clients in Regions 1 & 2.
- Respect: More clients in Region 5 were satisfied than clients in Region 2.
- Recovery: More clients in Regions 4 & 5 were satisfied with services than those from Regions 1, 2 & 3.

#### In SU Programs:

- Access, Appropriateness, General Satisfaction, Participation in Treatment, and Respect: Fewer clients from Region 2 were satisfied than clients from each other Region.
- Outcome: More clients from Region 4 were satisfied than clients from each other Region. Fewer clients from Region 2 were satisfied than clients from each other Region.
- Recovery: More clients in Regions 4 & 5 were satisfied than clients from Regions 1, 2 & 3.

In MH Programs:

- Access: More clients in Region 5 were satisfied than clients from Regions 1, 2 & 4.
- Appropriateness: More clients from Region 5 were satisfied than clients from each of the other Regions.
- Outcome: Fewer clients from Region 3 were satisfied than clients from each other Region. More clients in Region 1 & 5 were satisfied than clients in Regions 2 & 4.
- General Satisfaction: Clients in Region 5 were more satisfied than clients from all other Regions.
- Participation in Treatment: More clients from Regions 2 & 5 were satisfied than clients from Region 1.
- Respect: More clients in Region 5 were satisfied with services than those from Regions 1, 2 & 4.
- Recovery: Fewer clients from Region 3 were satisfied than clients from each other Region.

# Summary by Domains

## Access

Eighty-seven percent (87%) of respondents reported satisfaction on the Access domain. *Significantly more clients* in each of the following groups reported satisfaction in this domain:

- Respondents who were receiving treatment for Mental Health disorders
- Women
- Respondents in the African-American (Black) racial category
- Respondents of Hispanic/Latino origin
- Respondents aged 55 years or older
- Respondents receiving services for less than 1 year
- Respondents receiving vocational rehabilitation services
- Respondents from any Planning Region except Region 2 (South Central)

For respondents receiving services for *Substance Use* treatment, *significantly more respondents* in each of the following groups reported satisfaction in the Access domain:

- Women
- Respondents from any Planning Region except Region 2 (South Central)

For respondents receiving services in *Mental Health* treatment programs, *significantly more respondents* in each of the following groups reported satisfaction in the Access domain:

- Men
- Respondents of Hispanic/Latino origin

## Quality and Appropriateness

Ninety-two percent (92%) of respondents reported satisfaction on the Quality and Appropriateness domain. *Significantly more clients* in each of the following groups reported satisfaction in this domain:

- Respondents who were receiving treatment for Mental Health disorders
- Women
- Respondents of Hispanic/Latino origin
- Respondents aged 25 years or older
- Respondents receiving vocational rehabilitation services

For respondents receiving services in *Substance Use* treatment programs, *significantly more respondents* in each of the following groups reported satisfaction in the Quality and Appropriateness domain:

- Women
- Respondents aged 25 years or older
- Respondents from any Planning Region except Region 2 (South Central)

For respondents receiving services in *Mental Health* treatment programs, *significantly more respondents* in each of the following groups reported satisfaction in the Quality and Appropriateness domain:

- Respondents aged 25 - 34 years
- Respondents from Planning Region 5 (Western)

### **General Satisfaction**

Ninety percent (90%) of respondents reported satisfaction on the General Satisfaction domain. *Significantly more clients* in each of the following groups reported satisfaction in this domain:

- Respondents receiving treatment from Mental Health programs
- Women
- Respondents of Hispanic/Latino origin
- Respondents aged 55 years and older
- Respondents receiving services for 1 or more years
- Respondents from Planning Regions 3 (South Eastern) or 5 (Western)

For respondents receiving services in *Substance Use* treatment programs, *significantly more respondents* in each of the following groups reported satisfaction in the General Satisfaction domain:

- Women
- Respondents of Hispanic/Latino origin
- Respondents from any Planning Region except Region 2 (South Central)

For respondents receiving services in *Mental Health* treatment programs, *significantly more respondents* in each of the following groups reported satisfaction in the General Satisfaction domain:

- Respondents from Planning Region 5 (Western)

### **Outcome**

Eighty-two percent (82%) of respondents reported satisfaction on the Outcome domain. *Significantly more clients* in each of the following groups reported satisfaction in this domain:

- Respondents receiving treatment for Substance Use disorders
- Men
- Respondents in the African-American (Black) or Other racial categories
- Respondents of Hispanic/Latino origin
- Respondents in vocational rehabilitation or methadone maintenance programs
- Respondents from Planning Regions 1 (South Western), 4(North Central), or 5 (Western)

For respondents receiving services in *Substance Use* treatment programs, *significantly more respondents* in each of the following groups reported satisfaction in the Outcomes domain:

- Respondents of Hispanic/Latino origin
- Respondents who have been receiving services for more 1 or more years

- Respondents from Planning Region 4 (North Central)

For respondents receiving services in *Mental Health* treatment programs, *significantly more respondents* in each of the following groups reported satisfaction in the Outcomes domain:

- Men
- Respondents in the African-American (Black) or Other racial categories
- Respondents of Hispanic/Latino origin
- Respondents from any Planning Region except Region 3 (South Eastern)

## **Recovery**

Eighty percent (80%) of respondents reported satisfaction in the Recovery domain. *Significantly more clients* in each of the following groups reported satisfaction in this domain:

- Respondents receiving treatment for Substance Use disorders
- Respondents in the African-American (Black) or Other racial categories
- Respondents of Hispanic/Latino origin
- Respondents from Planning Regions 4 (North Central) or 5 (Western)

For respondents receiving services in *Substance Use* treatment programs, *significantly more respondents* in each of the following groups reported satisfaction in the Recovery domain:

- Respondents in the African-American (Black) or Other racial categories
- Respondents of Hispanic/Latino origin
- Respondents from Planning Regions 4 (North Central) or 5 (Western)

For respondents receiving services in *Mental Health* treatment programs, *significantly more respondents* in each of the following groups reported satisfaction in the Recovery domain:

- Men
- Respondents in the African-American (Black) racial category
- Respondents of Hispanic/Latino origin
- Respondents in social or vocational rehabilitation programs
- Respondents from any Planning Region except Region 3 (South Eastern)

## **Participation in Treatment**

Ninety-two percent (92%) of respondents agreed with the statement, “I felt comfortable asking questions about my services, treatment or medication.” *Significantly more clients* in each of the following groups reported satisfaction in this domain:

- Women
- Respondents in the African-American (Black) or Caucasian (White) racial categories
- Respondents aged 25 years and older

For respondents receiving services in *Substance Use* treatment programs, *significantly more respondents* in each of the following groups reported satisfaction with this item:

- Women

- Respondents aged 25 years and older
- Respondents from any Planning Region except Region 2 (South Central)

For respondents receiving services in *Mental Health* treatment programs, *significantly more respondents* in each of the following groups reported satisfaction with this item:

- None to report

### **Respect**

Ninety-one percent (91%) of respondents agreed with the statement, “My wishes are respected about the amount of family involvement I want in my treatment.” *Significantly more clients* in each of the following groups reported satisfaction in this domain:

- Respondents receiving treatment for Mental Health disorders
- Women

For respondents receiving services in *Substance Use* treatment programs, *significantly more respondents* in each of the following groups reported satisfaction with this item:

- Women
- Respondents from any Planning Region except Region 2 (South Central)

For respondents receiving services in *Mental Health* treatment programs, *significantly more respondents* in each of the following groups reported satisfaction with this item:

- None to report

# Quality of Life Results

During Fiscal Year 2014, DMHAS suggested that providers voluntarily administer the WHOQOL-BREF Quality of Life (QOL) instrument, which is a widely used, standardized quality of life tool developed by the World Health Organization.

The QOL is a 26 question tool that measures consumer satisfaction with the quality of his or her life in the following domains: physical, psychological, social relationships, and environment. Individual questions are scored on a scale from 1-5, with 1 being the lowest score and 5 being the highest score possible. Domain scores are transformed to a scale of 1-100, with higher scores indicating more satisfaction with quality of life.

This year, DMHAS received 2,472 individual responses to the Quality of Life instrument (defined as the number of clients who answered at least one question). The consumers who responded to the QOL survey are a subset of those who responded to the Consumer Survey.

## Group Differences

### *Quality of Life across Program Type*

	Physical Health	Psychological	Social	Environment	General QOL
All Programs	65.2	65.9	64.0	65.2	68.1
SU Programs	<b>68.7</b>	<b>68.5</b>	<b>66.7</b>	64.7	69.0
MH Programs	62.6	63.9	61.8	65.5	67.3
Significance	*	*	*	ns	ns

Values represent an average transformed score (scale 0-100) with higher values indicating better Quality of Life (QOL)

\* identifies a significant difference at the .01 level (ns = difference is not significant)

**BOLD** values identify the higher value when a difference is significant

- Clients in SU programs reported better QOL in the Physical Health, Psychological, and Social, domains when compared to clients in MH programs.
- These are the same results that were observed in FY2010, SFY2011 and SFY2013, except this year General QOL is not significantly different across program type.
- The overall domain scores are each higher than the domain scores from last year by .1 to 1.7 points

### Quality of Life across Gender

	Physical Health	Psychological	Social	Environment	General QOL
Men	<b>66.9</b>	<b>67.6</b>	64.3	65.6	<b>69.2</b>
Women	62.8	63.3	63.6	64.8	66.3
Significance	*	*	ns	ns	*
<b>SU Programs</b>					
Men	<b>71.5</b>	<b>71.1</b>	68.0	65.6	70.2
Women	64.2	64.2	64.8	63.4	67.2
Significance	*	*	ns	ns	ns
<b>MH Programs</b>					
Men	63.2	64.8	61.3	65.5	68.3
Women	61.7	62.4	62.8	65.7	65.6
Significance	ns	ns	ns	ns	ns

Values represent an average transformed score (scale 0-100) with higher values indicating better Quality of Life (QOL)

\* identifies a significant difference at the .01 level (ns = difference is not significant)

**BOLD** values identify the higher value(s) when a difference is significant

Across All Programs:

- In the Physical Health, Psychological, and General QOL domains, men reported better QOL than did women.

In SU Programs:

- Men reported better QOL in the Physical Health and Psychological domains.

In MH Programs:

- No significant differences between men and women.

### Quality of Life across Race

	Physical Health	Psychological	Social	Environment	General QOL
White	64.5	63.0	61.8	64.9	66.0
Black	66.2	<b>69.8</b>	<b>66.0</b>	66.1	<b>71.3</b>
Other	66.6	<b>69.3</b>	<b>68.0</b>	65.8	<b>70.3</b>
Significance	ns	*	*	ns	*
<b>SU Programs</b>					
White	67.5	65.0	63.5	64.3	66.6
Black	69.8	<b>74.4</b>	<b>70.2</b>	66.6	<b>73.6</b>
Other	71.1	<b>72.3</b>	<b>71.4</b>	65.0	<b>71.9</b>
Significance	ns	*	*	ns	*
<b>MH Programs</b>					
White	62.1	61.3	60.4	65.4	65.5
Black	64.3	67.4	63.6	65.7	69.8
Other	61.5	65.4	63.6	66.3	68.6
Significance	ns	*	ns	ns	*

Values represent an average transformed score (scale 0-100) with higher values indicating better Quality of Life (QOL)

\* identifies a significant difference at the .01 level (ns = difference is not significant)

**BOLD** values identify the higher value(s) when a difference is significant

Across All Programs:

- In the Psychological, Social, and General QOL domains, consumers who identified themselves in the Black or Other (non-Black and non-White) categories reported better QOL than those who identified themselves in the White category.

In SU Programs:

- In the Psychological, Social, and General QOL domains, consumers who identified themselves in the Black or Other (non-Black and non-White) categories reported better QOL than those who identified themselves in the White category.

In MH Programs:

- In the Psychological and General QOL domains, consumers who identified themselves in the Black category reported better QOL than those who identified themselves in the White category.

**Quality of Life across Ethnicity**

	Physical Health	Psychological	Social	Environment	General QOL
Hispanic	65.1	67.4	66.1	64.5	69.1
Non Hispanic	64.7	65.0	62.9	65.3	67.2
Significance	ns	ns	ns	ns	ns
<b>SU Programs</b>					
Hispanic	69.7	70.7	69.9	64.7	70.1
Non Hispanic	67.7	67.1	65.6	64.8	67.9
Significance	ns	ns	ns	ns	ns
<b>MH Programs</b>					
Hispanic	59.7	63.6	62.0	64.3	67.8
Non Hispanic	62.8	63.7	61.3	65.6	66.7
Significance	ns	ns	ns	ns	ns

Values represent an average transformed score (scale 0-100) with higher values indicating better Quality of Life (QOL)

\* identifies a significant difference at the .01 level (ns = difference is not significant)

**BOLD** values identify the higher value when a difference is significant

Across All Programs:

- No differences in QOL across Ethnicity.

In SU Programs:

- No differences in QOL across Ethnicity.

In MH Programs:

- No differences in QOL across Ethnicity.

### Quality of Life across Age Groups

	Physical Health	Psychological	Social	Environment	General QOL
24 & Under	<b>72.1</b>	<b>72.7</b>	<b>71.1</b>	67.5	74.0
25-34	<b>69.0</b>	68.0	<b>66.2</b>	66.5	70.2
35-54	63.3	64.3	62.2	63.9	66.4
55 & Older	62.2	64.5	61.8	65.6	66.9
Significance	*	*	*	ns	ns
<b>SU Programs</b>					
24 & Under	71.5	73.4	71.6	64.1	73.5
25-34	69.8	69.9	67.4	66.2	70.9
35-54	67.8	67.5	65.4	64.0	67.6
55 & Older	62.0	62.2	61.1	62.9	62.5
Significance	*	*	ns	ns	*
<b>MH Programs</b>					
24 & Under	<b>72.0</b>	70.9	69.3	71.1	73.8
25-34	<b>67.3</b>	64.2	64.1	67.1	68.8
35-54	59.9	61.9	59.9	63.9	65.3
55 & Older	62.2	65.0	61.8	66.1	68.2
Significance	*	*	*	*	*

Values represent an average transformed score (scale 0-100) with higher values indicating better Quality of Life (QOL)

\* identifies a significant difference at the .01 level (ns = difference is not significant)

**BOLD** values identify the higher value(s) when a difference is significant

#### Across All Programs:

- In the Physical Health, and Social domains, clients who were 34 years or younger reported better QOL than did clients who were 35 years old or older.
- In the Psychological domain, clients who were 24 years or younger reported better QOL than did clients in older age categories.

#### In SU Programs:

- In the Physical Health, Psychological, and General QOL domains, clients who were 34 years or younger reported better QOL than did clients who were 55 years old or older.

#### In MH Programs:

- In the Physical Health domain, clients who were 34 years or younger reported better QOL than did clients who were 35 years old or older.
- In the Social domain, clients who were 24 years or younger reported better QOL than clients who were 35 years old or older.
- In the Psychological, Environment, and General QOL domains, clients who were 24 years or younger reported better QOL than clients who were 35 -54 years old.

### Quality of Life across Levels of Care

	Physical Health	Psychological	Social	Environment	General QOL
Outpatient	66.0	66.4	65.6	64.9	68.0
Residential	67.6	64.8	62.8	64.1	66.2
Case Management	62.1	67.2	62.7	65.6	68.8
Social Rehab	63.2	64.1	62.3	66.8	68.4
Employment	69.1	70.8	67.0	66.8	71.2
ACT/CSP/RP	63.3	62.4	62.3	65.4	68.6
IOP	63.4	64.2	63.3	62.5	65.4
Significance	*	*	ns	ns	ns
<b>SU Programs</b>					
Outpatient	67.4	67.9	66.6	64.5	68.2
Residential	74.0	70.6	69.0	66.9	71.3
Case Management	72.2	76.3	59.9	56.0	75.0
Employment	71.9	78.4	66.9	63.9	71.4
IOP	63.4	64.2	63.3	62.5	65.5
Significance	*	*	ns	ns	ns
<b>MH Programs</b>					
Outpatient	61.9	61.8	<b>61.8</b>	65.9	<b>67.1</b>
Residential	59.3	57.3	54.6	60.6	59.9
Case Management	61.5	66.6	<b>62.9</b>	66.2	<b>68.4</b>
Social Rehab	63.2	64.1	<b>62.3</b>	66.8	<b>68.4</b>
Employment	68.3	68.7	<b>67.1</b>	67.7	<b>71.1</b>
ACT/CSP/RP	63.3	62.4	<b>62.3</b>	65.4	<b>68.6</b>
Significance	*	*	*	*	*

Values represent an average transformed score (scale 0-100) with higher values indicating better Quality of Life (QOL)

\* identifies a significant difference at the .01 level (ns = difference is not significant)

**BOLD** values identify the higher value(s) when a difference is significant

NOTE: There were only 2 respondents in the Methadone Maintenance category, thus it was removed from the analysis. In MH Programs there were only respondents in IOP, thus the IOP category was removed from the MH analysis.

#### Across All Programs:

- In the Physical Health domain, clients who received employment services reported better QOL than clients who received case management, social rehabilitation, or ACT/CSP/RP services. Clients who received residential services reported better QOL than clients who received case management, social rehabilitation services.
- In the Psychological domain, clients who received vocational rehabilitation services reported better QOL than clients who received other types of services except case management.

#### In SU Programs:

- In the Physical Health domain, clients who received residential services reported better QOL than clients who received outpatient or intensive outpatient services.
- In the Psychological domain, clients who received employment, case management, or residential services reported better QOL than clients who received intensive outpatient services.

In MH Programs:

- In the Physical Health domain, clients who received employment services reported better QOL than clients who received all other types of services except ACT/CSP/RP services.
- In the Psychological domain, clients who received vocational rehabilitation services reported better QOL than clients who received outpatient, residential or ACT/CSP/RP services. Clients who received case management or social rehabilitation services reported better QOL than clients who received residential services.
- In the Environment domain, clients who received case management or social or vocational rehabilitation services reported better QOL than clients who received residential services.
- In the General QOL and Social domains, clients who received all types of services reported better QOL than clients who received residential services.

**Quality of Life by Length of Service**

	Physical Health	Psychological	Social	Environment	General QOL
< 1 Year	<b>68.7</b>	67.7	<b>65.9</b>	64.7	68.4
1-2 Years	62.1	63.6	61.8	64.4	66.1
2-5 Years	60.5	63.0	61.5	64.4	66.3
> 5 Years	63.0	65.1	62.0	67.2	69.2
Significance	*	*	*	ns	ns
<b>SU Programs</b>					
< 1 Year	70.4	69.3	67.4	65.2	69.8
1-2 Years	60.2	63.8	65.4	61.2	64.7
2-5 Years	55.4	59.0	58.1	58.3	63.8
> 5 Years	56.9	60.5	51.8	65.1	65.1
Significance	*	*	*	ns	ns
<b>MH Programs</b>					
< 1 Year	63.0	62.3	60.9	63.4	64.3
1-2 Years	62.9	63.5	60.7	65.9	66.7
2-5 Years	61.0	63.3	61.9	64.8	66.6
> 5 Years	63.4	65.3	62.5	67.2	69.5
Significance	ns	ns	ns	ns	ns

Values represent an average transformed score (scale 0-100) with higher values indicating better Quality of Life (QOL)

\* identifies a significant difference at the .01 level (ns = difference is not significant)

**BOLD** values identify the higher value(s) when a difference is significant

Across All Programs:

- In the Physical Health and Social domains, clients who had been receiving services for less than one year reported better QOL than those clients who had been receiving services for one year or more.
- In the Psychological domain, clients who had been receiving services for less than one year reported better QOL than those clients who had been receiving services for one to five years.

In SU Programs:

- In the Physical Health domain, clients who had been receiving services for less than one year reported better QOL than those clients who had been receiving services for one year or more.
- In the Psychological domain, clients who had been receiving services for less than one year reported better QOL than those clients who had been receiving services for two to five years.
- In the Social domain, clients who had been receiving services for less than one year reported better QOL than those clients who had been receiving services for five or more years.

In MH Programs:

- No differences in QOL across Length of Service

**Quality of Life across Regions**

	Physical Health	Psychological	Social	Environment	General QOL
Region 1 (South Western)	65.0	65.0	63.1	67.3	68.5
Region 2 (South Central)	65.4	69.4	66.4	68.0	68.7
Region 3 (South Eastern)	65.0	65.0	64.2	65.7	69.5
Region 4 (North Central)	64.1	65.7	63.5	63.7	67.8
Region 5 (Western)	69.0	66.0	65.0	67.0	67.7
Significance	*	ns	ns	*	ns
<b>SU Programs</b>					
Region 1 (South Western)	66.3	68.6	66.7	64.2	70.2
Region 2 (South Central)	67.1	74.1	66.9	64.5	68.0
Region 3 (South Eastern)	--	--	--	--	--
Region 4 (North Central)	67.7	67.9	66.7	64.2	69.5
Region 5 (Western)	75.1	70.0	66.6	67.6	67.4
Significance	*	ns	ns	ns	ns
<b>MH Programs</b>					
Region 1 (South Western)	64.8	64.5	62.6	67.8	68.3
Region 2 (South Central)	64.6	67.3	66.1	69.8	69.1
Region 3 (South Eastern)	65.0	65.0	64.2	65.7	69.5
Region 4 (North Central)	59.5	62.9	59.3	63.1	65.6
Region 5 (Western)	65.1	63.3	63.9	66.6	68.0
Significance	*	ns	ns	*	ns

Values represent an average transformed score (scale 0-100) with higher values indicating better Quality of Life (QOL)

\* identifies a significant difference at the .01 level (ns = difference is not significant)

**BOLD** values identify the higher value(s) when a difference is significant

Across All Programs:

- In the Physical Health domain, clients from Region 5 reported better QOL than clients from Regions 1 & 4.
- In the Environment domain, clients from Regions 1 & 5 reported better QOL than did clients from Region 4.

In SU Programs:

- In the Physical Health domain, clients from Region 5 reported better QOL than clients from Region 4.

In MH Programs:

- In the Physical Health domain, clients from Region 1 reported better QOL than clients from Region 4.
- In the Environment domain, clients from Regions 1 & 2 reported better QOL than clients in Region 4.

# Quality of Life Summary by Domains

## General Quality of Life

The following reported *significantly* better Quality of Life in this domain:

- Respondents in the African-American (Black) or Other racial categories

For respondents receiving services for *Substance Use* disorders, the following reported *significantly* better QOL in the General QOL domain:

- Respondents in the African-American (Black) or Other racial categories

For respondents receiving services in *Mental Health* treatment programs, the following reported *significantly* better QOL in the General QOL domain:

- Respondents receiving care in any Level of Care other than Residential

## Physical Health

The following reported *significantly* better Quality of Life in this domain:

- Respondents who were receiving treatment from Substance Use programs
- Men
- Respondents age 34 years or younger
- Respondents receiving services for less than one year

For respondents receiving services for *Substance Use disorders*, the following reported *significantly* better QOL in the Physical Health domain:

- Men
- Respondents receiving services for less than one year

For respondents receiving services in *Mental Health disorders* programs, the following reported *significantly* better QOL in the Physical Health domain:

- Respondents age 34 years or younger

## Psychological

The following reported *significantly* better Quality of Life in this domain:

- Respondents who were receiving treatment from Substance Use programs
- Men
- Respondents in the African-American (Black) or Other racial categories
- Respondents age 24 years or younger

For respondents receiving services in *Substance Use* treatment programs, the following reported *significantly* better QOL in the Psychological domain:

- Men
- Respondents in the African-American (Black) or Other racial categories

For respondents receiving services in *Mental Health* treatment programs, the following reported significantly better QOL in the Psychological domain:

- No significant categories to report

## **Social**

The following reported *significantly* better Quality of Life in this domain:

- Respondents who were receiving treatment from Substance Use programs
- Respondents in the African-American (Black) or Other racial categories
- Respondents age 34 years or younger
- Respondents receiving services for less than one year

For respondents receiving services for *Substance Use* disorders, the following reported *significantly* better QOL in the Social domain:

- Respondents in the African-American (Black) or Other racial categories

For respondents receiving services in *Mental Health* programs, the following reported *significantly* better QOL in the Social domain:

- No significant categories to report

## **Environment**

The following reported *significantly* better Quality of Life in this domain:

- No significant categories to report

For respondents receiving services for *Substance Use* disorders, the following reported *significantly* better QOL in the Environment domain:

- No significant categories to report

For respondents receiving services in *Mental Health* treatment programs, the following reported *significantly* better QOL in the Environment domain:

- No significant categories to report

# Health Outcomes Survey Results

As part of the SFY2014 Consumer Satisfaction survey process, DMHAS providers had the option to administer an eight question Health Outcomes survey. The questions in this survey were taken from the Behavioral Risk Factor Surveillance System (BRFSS). The BRFSS is the world's largest, on-going telephone health survey system, tracking health conditions and risk behaviors in all fifty states.<sup>8</sup> The survey was available in English and Spanish. The questions addressed the topics of body mass index (BMI), cardiovascular/respiratory/diabetes disease, overall health from physical and psychological perspectives, and smoking and drinking habits. A total of 3200 surveys were completed (i.e., had at least one question answered). Some surveys had height or weight values that were outside of the reasonable range set by the BRFSS (e.g., height less than 36 inches or more than 95 inches or weight less than 50 pounds or more than 650 pounds) and these outlier values were converted to missing data. The tables at the end of this summary provide detailed survey counts for the information presented in this report.

Surveys were submitted by the following DMHAS providers:

**Table 12: Providers Participating in Health Outcomes Survey for 2014**

Provider	Number of Surveys	Percent
Ability Beyond	22	.7
Beth El Center Inc.	2	.1
BH Care (formerly Harbor and Birmingham)	363	11.3
Capitol Region Mental Health Center	153	4.8
Catholic Charities - Institute for the Hispanic Families	11	.3
Central CT Coast YMCA	22	.7
Centro Renacer of CT Inc (formerly Hogar Crea)	1	.0
Chrysalis Center Inc.	430	13.4
Community Renewal Team (CRT)	183	5.7
Connecticut Mental Health Center	698	21.8
Connection Inc	201	6.3
Continuum of Care	1	.0
Danbury Hospital	7	.2
Dixwell Newhallville Community MHS	96	3.0
Easter Seal Goodwill Ind. Rehab. Center Inc.	34	1.1
Family and Childrens Agency Inc	2	.1
Family Intervention Center	121	3.8
Hospital of St. Raphael	99	3.1
Immaculate Conception Inc.	45	1.4
Inspirica Inc. (formerly St Luke's LifeWorks)	41	1.3
Liberation Programs	1	.0
Martin House	9	.3
My People Clinical Services LLC	6	.2
Pathways Inc.	105	3.3
River Valley Services	8	.3
Stafford Family Services	80	2.5

continued

<sup>8</sup> See <http://www.cdc.gov/brfss/> for more information on this instrument.

Provider	Number of Surveys	Percent
Wheeler Clinic	366	11.4
Yale University-Behavioral Health	85	2.7
YWCA of Hartford	8	.3
Total	3200	100.0

Sixty-two percent of the responses came from clients in Mental Health programs and 26% came from clients in Substance Use programs. Twelve percent of the responses were submitted at the provider level and thus are not attributed to a specific program type.

### Demographic Information

- The response rate was slightly, but not significantly, slanted toward men with 1442 females (45.1%) and 1663 males (52.0%) responding to the survey. The remaining 95 respondents (3.0%) did not identify their gender.
- Almost half of the respondents (44.2%) fell into the 35-54 years of age group. Over 20% (20.8%) of the respondents were aged 55-64. 9.8 % were under the age of 25.
- Almost half of the respondents (48.8%) were white, while 25.6% were black. 9.9% did not identify their race.
- Over half (56.9%) of the respondents were non-Hispanic. 16.3% were Hispanic-Puerto Rican and 22% did not identify their ethnicity.

### Health Outcomes

- The average client height was 66.7 inches ( $\pm 4.2$ ) with a range of 46-88 inches. Women reported an average height of 64.1 inches ( $\pm 3.3$ , range = 46-78) and men reported an average of 69 inches ( $\pm 3.5$ , range= 56-84).
- The average client weight was calculated to be 190.8 pounds ( $\pm 49.4$ ) with a range of 80-510 pounds. Women reported an average weight of 179.7 pounds ( $\pm 49.1$ , range = 80-500) and men reported an average of 200.1 pounds ( $\pm 47.8$ , range= 90-510).
- Body Mass Index (BMI) could be calculated for 74% (2379) of the respondents. The average BMI for clients was calculated as 30.2 ( $\pm 7.9$ ) with a range of 14.75-166.1. Women had an average BMI of 30.9 ( $\pm 9.0$ , range = 14.75-166.1) and men had an average of 29.6 ( $\pm 6.8$ , range= 15.1-73.1).
- According to the Centers for Disease Control and Prevention, BMI categories for adults (ages 20 and older) are as follows: Underweight: Below 18.5, Normal: 18.5 – 24.9, Overweight: 25.0 – 29.9, Obese: 30.0 and above.
  - Thus the averages reported here all fall into the Overweight and Obese categories.
  - 23.4% of respondents fell into the Underweight or Normal BMI categories
  - 33.7% of respondents fell into the Overweight BMI category
  - 42.9% of respondents fell into the Obese BMI category
  - These percentages are very similar to those reported in SFY13

Figure 3: Body Mass Index for 2379 DMHAS Clients

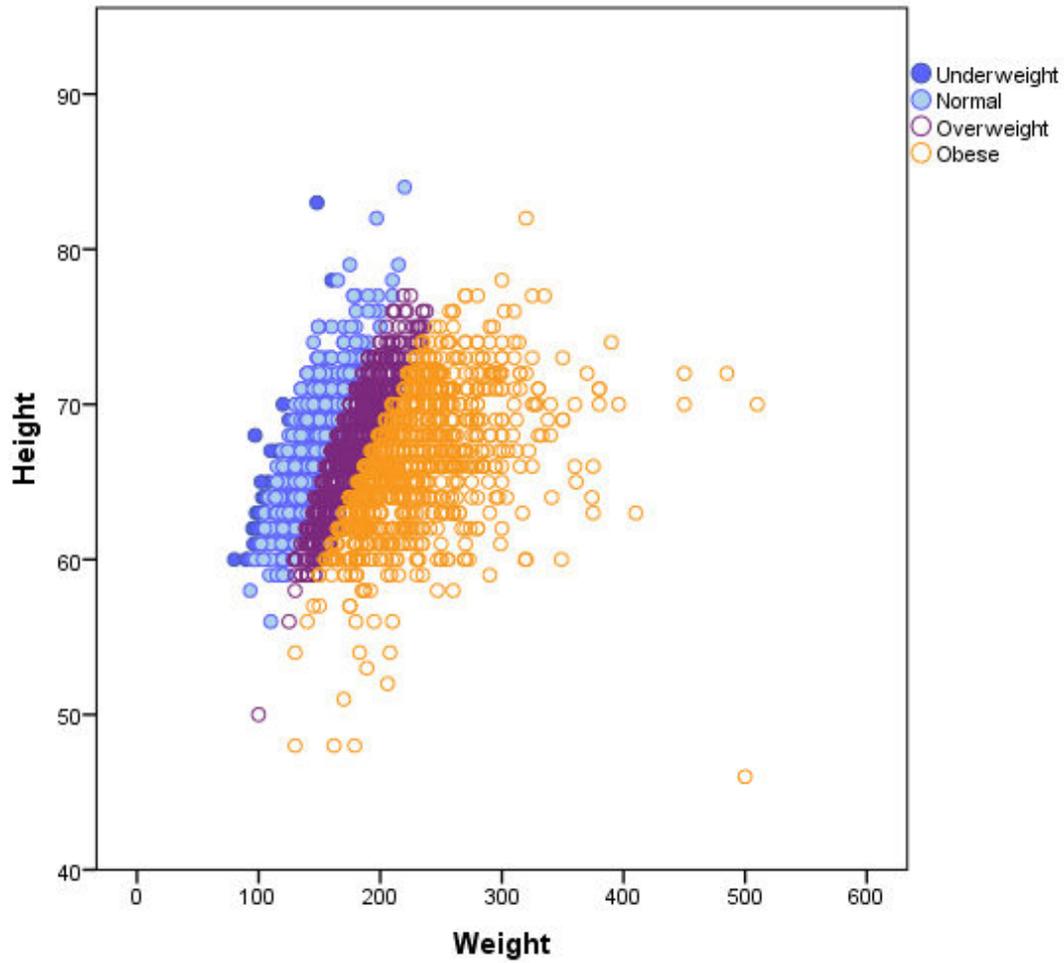
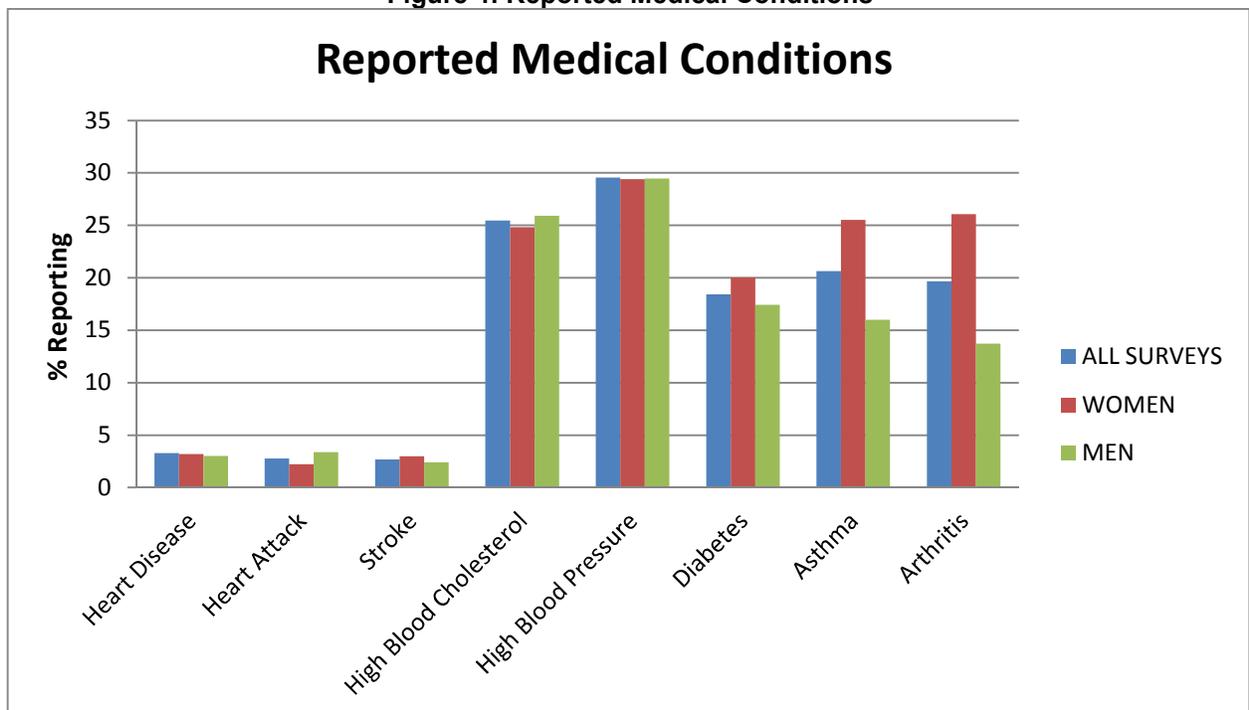


Figure 4: Reported Medical Conditions



- High blood pressure was reported by about 30% of the clients surveyed.
- High cholesterol was reported by 25% of the clients surveyed. 1% more men than women reported this issue.
- More than 25% of the women surveyed also reported being told that they had asthma or arthritis. Significantly more women than men reported having these two conditions.
- Angina/heart disease, heart attack, and stroke were each reported by few than 5% of the clients surveyed.
- Over a third (38%) of the clients surveyed did not report having been told that they had any of the above medical conditions.
  - 29% of clients reported having one of the diagnoses
  - 16% of clients reported having two of the diagnoses
  - 9% of clients reported having three of the diagnoses
  - 5% of clients reported having four of the diagnoses
  - 3% of clients reported having five or more of the diagnoses
- Just under half (45%) of the clients surveyed indicated that they do not smoke, while 51% of the clients indicated that they did smoke.
  - 69% of smokers report smoking every day
  - 25% of smokers report smoking some days
- Smokers reported significantly higher frequency of asthma compared to non-smokers.
- Non-smokers reported significantly higher frequency of high cholesterol, high blood pressure, diabetes, and arthritis compared to smokers.
- In terms of general health, 31% of clients reported their general health to be 'Excellent' or 'Very Good'; 39% reported their general health as 'Good'; and 30% reported their general health as 'Fair' or 'Poor'.
- When asked about physical health and injuries, 49% of the answers seem to indicate indicated that the client had zero days in the last 30 days in which their physical health was not good. What has been realized is that clients who do not answer this question had a zero entered in this data field. Thus, we cannot determine how many clients reported zero bad days and how many clients simply did not answer the question. For this year, we are only reporting results for clients who reported 1-30 days.
  - On average, Clients reported 13 days ( $\pm 10$  days) in the last month in which their physical health was not good
  - 46% of clients reported 1-7 physically unhealthy days
  - 16% reported 8-14 physically unhealthy days
  - 15% reported 15-21 physically unhealthy days
  - 23% reported 22-30 physically unhealthy days, including 18% who indicated that every day in the last 30 days was a physically unhealthy day
- Respondents answered a question about how many alcoholic drinks they have at one sitting. What has been realized is that clients who do not answer this question had a zero entered in this data field. Thus, we cannot determine how many clients reported zero drinks and how many clients simply did not answer the question. For this year, we are only reporting results for clients who reported one or more drinks.
  - 55% of clients reported that when they drink they have 1-2 drinks
  - 34% of clients reported consuming 4-5 drinks on days that they do drink
  - 18% of clients report consuming 5-10 drinks
  - 8% of clients report drinking more than 10 drinks per day on days that they do drink

## Mental Health

- When asked about mental health, including stress, depression, and problems with emotions, 38% of the answers seem to indicate indicated that the client had zero days in the last 30 days in which their mental health was not good. What has been realized is that clients who do not answer this question had a zero entered in this data field. Thus, we cannot determine how many clients reported zero bad days and how many clients simply did not answer the question. For this year, we are only reporting results for clients who reported 1-30 days.
  - On average, clients reported 13 days ( $\pm 10$  days) in the last month in which their mental health was not good
  - 41% of clients reported 1-7 mentally unhealthy days
  - 17% reported 8-14 mentally unhealthy days
  - 20% reported 15-21 mentally unhealthy days
  - 23% reported 22-30 mentally unhealthy days, including 18% who indicated that every day in the last 30 days was a mentally unhealthy day
  
- When asked about the impact of poor mental and/or physical health on performing usual activities, 52% of the answers seem to indicate indicated that the client had zero days in the last 30 days in which their mental or physical health limited activities. What has been realized is that clients who do not answer this question had a zero entered in this data field. Thus, we cannot determine how many clients reported zero bad days and how many clients simply did not answer the question. For this year, we are only reporting results for clients who reported 1-30 days.
  - On average, clients reported that 12 days ( $\pm 10$  days) in the last month were impacted by mental and/or physical health problems.
  - 47% of clients reported 1-7 days in which activities were impacted
  - 16% reported 8-14 days in which activities were impacted
  - 18% reported 15-21 days in which activities were impacted
  - 19% reported 22-30 days in which activities were impacted, including 15% who indicated that every day in the last 30 days was impacted by mental and/or physical health problems.

**Table 13: Demographic Information for Respondents to Health Outcomes Survey**

Gender	ALL Surveys		Women		Men		Non-Smokers		Smokers	
	N	%	N	%	N	%	N	%	N	%
Female	1442	45.1	1442	100.0	0	0.0	723	49.8	672	40.9
Male	1663	52.0	0	0.0	1663	100.0	691	47.6	920	56.0
Unknown	95	3.0	0	0.0	0	0.0	37	2.5	50	3.0
Total	3200	100.0	1442	100.0	1663	100.0	1451	100.0	1642	100.0
<b>Age</b>										
20 and under	76	2.4	25	1.7	51	3.1	32	2.2	44	2.7
21-24	238	7.4	99	6.9	138	8.3	99	6.8	136	8.3
25-34	558	17.4	254	17.6	301	18.1	213	14.7	327	19.9
35-54	1414	44.2	649	45.0	750	45.1	622	42.9	748	45.6
55-64	665	20.8	320	22.2	340	20.4	336	23.2	302	18.4
65 and older	146	4.6	83	5.8	60	3.6	100	6.9	42	2.6
Unknown	103	3.2	12	.8	23	1.4	49	3.4	43	2.6
Total	3200	100.0	1442	100.0	1663	100.0	1451	100.0	1642	100.0
<b>Race</b>										
American Indian/Alaskan Native	31	1.0	15	1.0	13	.8	11	.8	19	1.2
Asian	47	1.5	26	1.8	21	1.3	34	2.3	13	.8
Black	820	25.6	358	24.8	455	27.4	332	22.9	470	28.6
Mixed	44	1.4	25	1.7	17	1.0	18	1.2	25	1.5
Native Hawaiian/Pacific Islander	6	.2	2	.1	4	.2	4	.3	2	.1
Other	375	11.7	138	9.6	230	13.8	160	11.0	204	12.4
Unknown	317	9.9	128	8.9	122	7.3	155	10.7	121	7.4
White	1560	48.8	750	52.0	801	48.2	737	50.8	788	48.0
Total	3200	100.0	1442	100.0	1663	100.0	1451	100.0	1642	100.0
<b>Ethnicity</b>										
Mexican	23	.7	10	.7	13	.8	12	.8	9	.5
Non-Hispanic	1820	56.9	888	61.6	919	55.3	853	58.8	935	56.9
Other Hispanic/Latino	130	4.1	62	4.3	68	4.1	61	4.2	66	4.0
Puerto Rican	523	16.3	228	15.8	284	17.1	222	15.3	264	16.1
Unknown	704	22.0	254	17.6	379	22.8	303	20.9	368	22.4
Total	3200	100.0	1442	100.0	1663	100.0	1451	100.0	1642	100.0
<b>Program Type</b>										
MH	1971	61.6	865	60.0	1037	62.4	956	65.9	928	56.5
SA	838	26.2	380	26.4	437	26.3	295	20.3	532	32.4
Unknown	391	12.2	197	13.7	189	11.4	200	13.8	182	11.1
Total	3200	100.0	1442	100.0	1663	100.0	1451	100.0	1642	100.0

**Table 14: Health Outcomes Summary Data**

Medical Condition	ALL Surveys		Women		Men		Non-Smokers		Smokers	
	N	%	N	%	N	%	N	%	N	%
Angina	105	3.3	46	3.2	50	3.0	54	3.7	51	2.9
Heart Attack	89	2.8	32	2.2	56	3.4	41	2.8	48	2.7
Stroke	86	2.7	43	3.0	40	2.4	42	2.9	44	2.5
High Cholesterol	815	25.5	358	24.8	431	25.9	450	31.0	365	20.9
High Blood Pressure	946	29.6	424	29.4	490	29.5	469	32.3	477	27.3
Diabetes	590	18.4	289	20.0	290	17.4	312	21.5	278	15.9
Asthma	661	20.7	368	25.5	266	16.0	278	19.2	383	21.9
Arthritis	629	19.7	376	26.1	228	13.7	326	22.5	303	17.3
<b>Smoking</b>										
Every day	1200	37.5	485	33.6	676	40.6	0	0.0	1200	68.6
Some days	442	13.8	187	13.0	244	14.7	0	0.0	442	25.3
Not at all	1451	45.3	723	50.1	691	41.6	1451	100.0	0	0.0
Unknown	107	3.3	47	3.3	52	3.1	0	0.0	107	6.1
Total	3200	100.0	1442	100.0	1663	100.0	1451	100.0	1606	100.0
<b>General Health</b>										
Excellent/Very Good/Good	2192	70.2	959	68.4	1181	72.4	1010	70.9	1182	69.6
Fair/Poor	931	29.8	444	31.6	451	27.6	415	29.1	516	30.4
Total	3123	100.0	1403	100.0	1632	100.0	1425	100.0	1698	100.0
<b>BMI Category</b>										
Underweight	22	.9	17	1.6	5	.4	9	.8	13	1.0
Normal	535	22.5	236	22.4	290	22.8	185	17.3	350	26.7
Overweight	802	33.7	311	29.5	470	36.9	356	33.3	446	34.1
Obese	1020	42.9	490	46.5	507	39.9	520	48.6	500	38.2
Total	2379	100.0	1054	100.0	1272	100.0	1070	100.0	1309	100.0

**Table 15: Health Outcomes Summary Data by Gender**

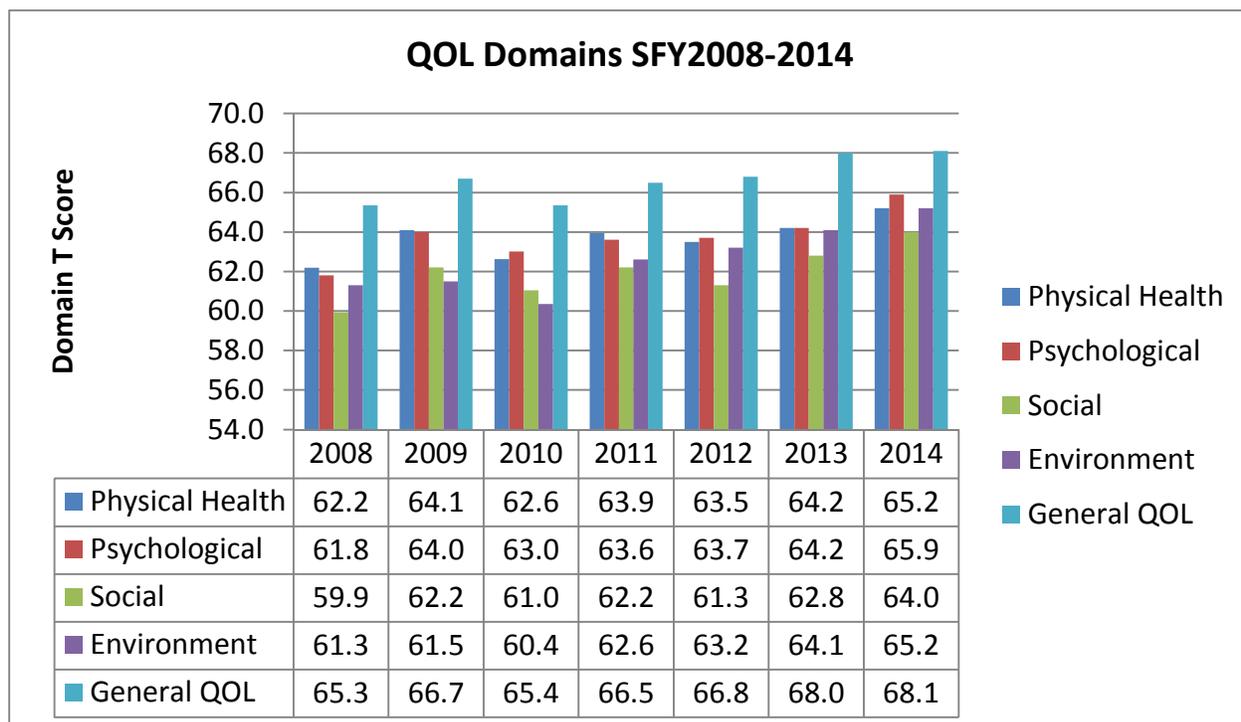
	All Surveys					Women					Men				
	N	Min	Max	Mean	Std. Dev	N	Min	Max	Mean	Std. Dev	N	Min	Max	Mean	Std. Dev
Height (inches)	2497	46	84	66.7	4.2	1125	46	78	64.1	3.3	1311	56	84	69.0	3.54
Weight (lbs)	2468	80	510	190.8	49.4	1097	80	500	179.7	49.1	1316	90	510	200.1	47.80
BMI Score	2379	14.7	166.1	30.2	7.9	1054	14.7	166.1	30.9	9.0	1272	15.1	73.2	29.6	6.78
Physically unhealthy days	1636	1	30	12.7	10.3	826	1	30	12.8	10.0	762	1	30	12.6	10.61
Mentally unhealthy days	1981	1	30	13.4	10.1	993	1	30	13.8	10.0	933	1	30	13.0	10.13
Activity limitation days	1534	1	30	12.2	9.9	771	1	30	12.1	9.7	714	1	30	12.1	10.09
Drinks per Sitting	670	1	100	4.3	6.5	240	1	100	3.8	7.5	411	1	46	4.7	6.03

**Table 16. Health Outcomes Summary Data by Smoking Status**

	Non-Smokers					Smokers				
	N	Min	Max	Mean	Std. Dev	N	Min	Max	Mean	Std. Dev
Height (inches)	1137	50	82	66.4	4.1	1360	46	84	67.0	4.3
Weight (lbs)	1117	80	450	194.7	51.9	1351	90	510	187.6	47.0
BMI Score	1070	14.7	72.6	31.2	7.9	1309	15.1	166.1	29.4	7.8
Physically unhealthy days	743	1	30	12.8	10.3	864	1	30	12.7	10.3
Mentally unhealthy days	891	1	30	13.0	10.1	1056	1	30	13.9	10.2
Activity limitation days	684	1	30	11.9	10.1	826	1	30	12.4	9.8
Drinks per Sitting	219	1	46	3.8	5.6	440	1	37	4.4	5.3

Note for Tables 15 & 16: During the analysis this year, it was determined that for several variables (physically unhealthy days, mentally unhealthy days, activity limitation days, and drinks per sitting) the data contained zeros whenever the question was not answered by the client. Thus, we cannot determine how many clients reported zero bad days/drinks and how many clients simply did not answer the question. For this year, we are only reporting results for clients who reported 1-30 days or one or more drinks. Therefore, comparison to SFY13 results will reveal artificially large differences.

# Discussion



DMHAS analyzes results from three different tools as part of our annual Consumer Satisfaction Survey Report. One of these tools, the World Health Organization’s Quality of Life (WHO-QOL) survey may be less familiar to readers of our Annual Report. As was reported earlier, the QOL is a 26 question tool that measures consumer satisfaction with the quality of his or her life in the following domains: physical, psychological, social relationships, and environment. Individual questions are scored on a scale from 1-5, with 1 being the lowest score and 5 being the highest score possible. This year marks the sixth year that DMHAS has reported on the use of the QOL. Providers voluntarily use the QOL and while participation is much lower than the Consumer Satisfaction Survey, we now have compiled six years of data which allows us to see some exciting trends.

Over that six-year period we have observed consistent increases in all domains of the Quality of Life instrument. These increases are reflected in the table above. While the increases may not be huge, we do note that some of the scores have increased almost five points during this period. This shift is notable because early domain scores showed that our consumers rated their quality of life significantly lower than individuals in the general population. This upward trend helps to narrow the gap between these two groups.

However, we are unable to compare our results to similar individuals. Several years ago DMHAS conducted a literature search to learn if any QOL research had been conducted with individuals in publicly funded mental health or substance abuse system. At that time little comparative data was found. A similar literature search was undertaken recently and produced the same results. We were unable to find any research with comparative samples and the few reports that focused on mental health consumers were small samples from Ireland and Australia. Nonetheless, we are pleased to see an increase in our QOL scores.

Appendix 1.1: DMHAS Consumer Survey Cover Letter to Providers FY 2014



**STATE OF CONNECTICUT**  
**DEPARTMENT OF MENTAL HEALTH  
AND ADDICTION SERVICES**  
*A Healthcare Service Agency*



**DANNEL P. MALLOY**  
GOVERNOR

**PATRICIA A. REHMER,**  
MSN  
COMMISSIONER

**TO:** DMHAS-OPERATED FACILITIES, LOCAL MENTAL HEALTH AUTHORITIES, AND PRIVATE NON-PROFIT PROVIDERS  
**FROM:** JIM SIEMIANOWSKI, LICSW, DIRECTOR, EVALUATION, QUALITY MANAGEMENT, AND IMPROVEMENT DIVISION  
**SUBJECT:** CONSUMER SURVEY FOR FISCAL YEAR 2014  
**DATE:** SEPTEMBER, 2013

The DMHAS Consumer Survey for FY 2014 is ready to begin.

Please read the enclosures carefully, and distribute them to the people in your organization responsible for the Consumer Survey process. You can also find these documents on our website at this address:

<http://www.ct.gov/dmhas/consumersurvey>.

As in previous years, you should calculate your sample size based upon an unduplicated client count for **3 months**, rather than for an entire fiscal year. Please use the unduplicated count for Quarter 1, FY13 (July 1, 2012 – September 30, 2012). Detailed instructions for calculating sample size may be found on our website.

The final deadline for survey data submission will be June 30, 2014. Please try to begin the survey process as early as possible, so that your agency has a representative sample, as well as to reduce stress and burden. The Consumer Survey Instructions, which may be found at the web link above, offer tips that may assist you.

Please make every effort to ensure that relevant staff are set up to perform data entry well before the survey due date. As a general rule, if a person has access to DDaP or the DMHAS Data Warehouse, s/he will have access to the Consumer Survey. If you have any questions about this, please contact Karin Haberlin, EQMI Program Manager, at [Karin.Haberlin@ct.gov](mailto:Karin.Haberlin@ct.gov) or (860) 418-6842 and she will assist you.

As in past years, all materials related to the Consumer Survey for FY 2014 will be posted on the DMHAS website at <http://www.ct.gov/dmhas>, with a link under “Featured Links”, or by direct link to <http://www.ct.gov/dmhas/consumersurvey>.

Please note that the DMHAS Provider Process Summary Form is no longer required. Thank you for your cooperation in past years with supplying this information.

I want to thank you for your ongoing commitment to quality in the services you provide to the people in recovery throughout the state of Connecticut. The Consumer Survey provides us with crucial information, directly from the people we serve. It is an irreplaceable component of our quality improvement efforts.



**STATE OF CONNECTICUT**  
**DEPARTMENT OF MENTAL HEALTH  
AND ADDICTION SERVICES**  
*A Healthcare Service Agency*



**DANNEL P. MALLOY**  
GOVERNOR

**PATRICIA A. REHMER,**  
MSN  
COMMISSIONER

September 1, 2013

Dear Program Participant:

We invite you to join our annual consumer satisfaction survey. **You decide if you want to take part**, and which questions to answer. The survey is anonymous. You will not be asked for your name or anything else that identifies you. Your agency will do its best to keep your answers private.

Please give your honest opinion of services. We appreciate your time and effort, and look forward to using the information to improve services for you.

Thank you!

A handwritten signature in cursive script that reads "Jim Siemianowski".

Jim Siemianowski, LCSW  
Director, Evaluation, Quality Management, and Improvement Division  
Department of Mental Health and Addiction Services

**Appendix 1.3: DMHAS Consumer Survey Instrument FY 2014**

Agency	Program	Date Completed
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**For each box, put an X in the circle that applies to you.**

<b>Gender</b> <input type="radio"/> Male <input type="radio"/> Female	<b>Age</b> <input type="radio"/> 20 and under <input type="radio"/> 21-24 <input type="radio"/> 25-34 <input type="radio"/> 35-54 <input type="radio"/> 55-64 <input type="radio"/> 65 and older	<b>Primary reason for receiving services</b> <input type="radio"/> Emotional/Mental Health <input type="radio"/> Alcohol or Drugs <input type="radio"/> Both Emotional/Mental Health and Alcohol or Drugs
<b>Race</b> <input type="radio"/> White <input type="radio"/> Black/ African American <input type="radio"/> American Indian/Alaskan <input type="radio"/> Native Hawaiian/ Pacific Islander <input type="radio"/> Asian <input type="radio"/> Mixed <input type="radio"/> Other	<b>Ethnicity</b> <input type="radio"/> Puerto Rican <input type="radio"/> Mexican <input type="radio"/> Other Hispanic or Latino <input type="radio"/> Not Hispanic	<b>Length of Service</b> <input type="radio"/> Less than 1 year <input type="radio"/> 12 months to 2 years <input type="radio"/> 2 years to 5 years <input type="radio"/> More than 5 years

<b>For each item, circle the answer that matches your view.</b>		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
1.	I like the services that I received here.	SA	A	N	D	SD	NA
2.	If I had other choices, I would still get services from this agency.	SA	A	N	D	SD	NA
3.	I would recommend this agency to a friend or family member.	SA	A	N	D	SD	NA
4.	The location of services was convenient (parking, public transportation, distance, etc.)	SA	A	N	D	SD	NA
5.	Staff was willing to see me as often as I felt was necessary.	SA	A	N	D	SD	NA
6.	Staff returned my calls within 24 hours.	SA	A	N	D	SD	NA
7.	Services were available at times that were good for me.	SA	A	N	D	SD	NA
8.	Staff here believes that I can grow, change, and recover.	SA	A	N	D	SD	NA
9.	I felt comfortable asking questions about my services, treatment or medication	SA	A	N	D	SD	NA
10.	I felt free to complain.	SA	A	N	D	SD	NA
11.	I was given information about my rights.	SA	A	N	D	SD	NA
12.	Staff told me what side effects to watch out for.	SA	A	N	D	SD	NA
13.	Staff respected my wishes about who is, and who is not, to be given information about my treatment and/or services.	SA	A	N	D	SD	NA
14.	Staff was sensitive to my cultural/ethnic background (race, religion, language, etc.)	SA	A	N	D	SD	NA
15.	Staff helped me obtain information I needed so that I could take charge of managing my illness.	SA	A	N	D	SD	NA

For each item, <b>circle</b> the answer that matches your view.		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
16.	My wishes are respected about the amount of family involvement I want in my treatment.	SA	A	N	D	SD	NA
<i>As a result of services I have received from this agency:</i>							
17.	I deal more effectively with daily problems	SA	A	N	D	SD	NA
18.	I am better able to control my life.	SA	A	N	D	SD	NA
19.	I am better able to deal with crisis.	SA	A	N	D	SD	NA
20.	I am getting along better with my family.	SA	A	N	D	SD	NA
21.	I do better in social situations.	SA	A	N	D	SD	NA
22.	I do better in school and/or work.	SA	A	N	D	SD	NA
23.	My symptoms are not bothering me as much.	SA	A	N	D	SD	NA
<b>In general . . .</b>							
24.	I am involved in my community (for example, church, volunteering, sports, support groups, or work).	SA	A	N	D	SD	NA
25.	I am able to pursue my interests.	SA	A	N	D	SD	NA
26.	I can have the life I want, despite my disease/disorder.	SA	A	N	D	SD	NA
27.	I feel like I am in control of my treatment.	SA	A	N	D	SD	NA
28.	I give back to my family and/or community.	SA	A	N	D	SD	NA

**Is there anything else that you would like to tell us about your services here?**

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**Appendix 1.4: DMHAS Quality of Life Instrument FY 2014**

<b>Agency</b>	<b>Program</b>	<b>Date Completed</b>
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**For each box, put an X in the circle that applies to you.**

<b>Gender</b> <input type="radio"/> Male <input type="radio"/> Female	<b>Age</b> <input type="radio"/> 20 and under <input type="radio"/> 21-24 <input type="radio"/> 25-34 <input type="radio"/> 35-54 <input type="radio"/> 55-64 <input type="radio"/> 65 and older	<b>Primary reason for receiving services</b> <input type="radio"/> Emotional/Mental Health <input type="radio"/> Alcohol or Drugs <input type="radio"/> Both Emotional/Mental Health and Alcohol or Drugs
<b>Race</b> <input type="radio"/> White <input type="radio"/> Black/ African American <input type="radio"/> American Indian/Alaskan <input type="radio"/> Native Hawaiian/ Pacific Islander <input type="radio"/> Asian <input type="radio"/> Mixed <input type="radio"/> Other	<b>Ethnicity</b> <input type="radio"/> Puerto Rican <input type="radio"/> Mexican <input type="radio"/> Other Hispanic or Latino <input type="radio"/> Not Hispanic	<b>Length of Service</b> <input type="radio"/> Less than 1 year <input type="radio"/> 12 months to 2 years <input type="radio"/> 2 years to 5 years <input type="radio"/> More than 5 years

Please read each question, assess your feelings, and circle the number on the scale that gives the best answer for you for each question.

<i>(Please circle the number)</i>					
	<b>Very poor</b>	<b>Poor</b>	<b>Neither poor nor good</b>	<b>Good</b>	<b>Very Good</b>
1. How would you rate your quality of life?	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

<i>(Please circle the number)</i>					
	<b>Very dissatisfied</b>	<b>Dissatisfied</b>	<b>Neither satisfied nor dissatisfied</b>	<b>Satisfied</b>	<b>Very satisfied</b>
2. How satisfied are you with your health?	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

The following questions ask about **how much** you have experienced certain things in the last two weeks.

<i>(Please circle the number)</i>					
	<b>Not at all</b>	<b>A little</b>	<b>A moderate amount</b>	<b>Very much</b>	<b>An extreme amount</b>
3. To what extent do you feel that physical pain prevents you from doing what you need to do?	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
4. How much do you need any medical treatment to function in your daily life?	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
5. How much do you enjoy life?	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

		<i>(Please circle the number)</i>				
		<b>Not at all</b>	<b>A little</b>	<b>A moderate amount</b>	<b>Very much</b>	<b>An extreme amount</b>
6.	To what extent do you feel your life to be meaningful?	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

		<i>(Please circle the number)</i>				
		<b>Not at all</b>	<b>Slightly</b>	<b>A Moderate amount</b>	<b>Very much</b>	<b>Extremely</b>
7.	How well are you able to concentrate?	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
8.	How safe do you feel in your daily life?	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
9.	How healthy is your physical environment?	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

The following questions ask about **how completely** you experience or were able to do certain things in the last two weeks.

		<i>(Please circle the number)</i>				
		<b>Not at all</b>	<b>A little</b>	<b>Moderately</b>	<b>Mostly</b>	<b>Completely</b>
10.	Do you have enough energy for everyday life?	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
11.	Are you able to accept your bodily appearance?	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
12.	Have you enough money to meet your needs?	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
13.	How available to you is the information that you need in your day-to-day life?	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
14.	To what extent do you have the opportunity for leisure activities?	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

		<i>(Please circle the number)</i>				
		<b>Very poor</b>	<b>Poor</b>	<b>Neither poor nor well</b>	<b>Well</b>	<b>Very well</b>
15.	How well are you able to get around?	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

The following questions ask you to say how **good** or **satisfied** you have felt about various aspects of your life over the last two weeks.

		<i>(Please circle the number)</i>				
		<b>Very dissatisfied</b>	<b>Dissatisfied</b>	<b>Neither satisfied nor dissatisfied</b>	<b>Satisfied</b>	<b>Very satisfied</b>
16.	How satisfied are you with your sleep?	1	2	3	4	5
17.	How satisfied are you with your ability to perform your daily living activities?	1	2	3	4	5
18.	How satisfied are you with your capacity for work?	1	2	3	4	5
19.	How satisfied are you with your abilities?	1	2	3	4	5
20.	How satisfied are you with your personal relationships?	1	2	3	4	5
21.	How satisfied are you with your sex life?	1	2	3	4	5
22.	How satisfied are you with the support you get from your friends?	1	2	3	4	5
23.	How satisfied are you with the conditions of your living place?	1	2	3	4	5
24.	How satisfied are you with your access to health services?	1	2	3	4	5
25.	How satisfied are you with your mode of transportation?	1	2	3	4	5

The following question refers to **how often** you have felt or experienced certain things in the last two weeks.

		<i>(Please circle the number)</i>				
		<b>Never</b>	<b>Seldom</b>	<b>Quite often</b>	<b>Very often</b>	<b>Always</b>
26.	How often do you have negative feelings, such as blue mood, despair, anxiety, depression?	1	2	3	4	5

Did someone help you to fill out this form? *(Please circle Yes or No)*

Yes	No
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Thank you for your help

**Appendix 2: Survey Sample Size and Number of Surveys Submitted by Provider, FY 2014**

Provider Name	Consumers Treated from 7/1/12-9/30/12	Proposed Sample Size (95% CL, 7% CI)	Surveys Submitted in SFY 2013	Surveys as % of Sample Size
Ability Beyond	209	101	165	163%
Advanced Behavioral Health	1035	165	142	86%
Alcohol and Drug Recovery Center ADRC	1347	171	414	242%
APT Foundation Inc	2906	184	883	481%
Backus Hospital	648	151	102	68%
Beth El Center Inc.	0	0	3	-
BH Care (formerly Harbor and Birmingham)	2501	182	427	235%
Bridge House	246	109	112	102%
Bridges	1105	167	288	173%
Bristol Hospital	57	44	118	266%
Capitol Region Mental Health Center	1297	170	189	111%
Catholic Charities - Institute for the Hispanic Fa	358	127	156	123%
Catholic Charities of Fairfield County Inc.	297	118	168	142%
Catholic Charities- Waterbury	193	97	75	77%
Center for Human Development	202	100	191	192%
Central CT Coast YMCA	0	0	44	-
Central Naugatuck Valley (CNV) Help Inc.	115	73	347	477%
Centro Renacer of CT Inc (formerly Hogar Crea)	24	21	10	47%
Charlotte Hungerford Hospital	1143	167	160	96%
Chemical Abuse Services Agency (CASA)	474	139	464	334%
Chrysalis Center Inc.	692	153	448	293%
Columbus House	98	66	142	217%
CommuniCare Inc	180	94	96	102%
Community Enterprises Inc.	79	57	58	103%
Community Health Center Inc.	22	20	19	96%
Community Health Resources Inc.	4941	189	794	421%
Community Health Services Inc.	438	136	26	19%
Community Mental Health Affiliates	1348	171	552	322%
Community Renewal Team (CRT)	305	120	200	167%
Connecticut Counseling Centers Inc.	1366	172	378	220%
Connecticut Mental Health Center	2317	181	735	407%
Connecticut Renaissance Inc.	312	121	157	130%
Connecticut Valley Hospital	0	0	126	-
Connection Inc	747	155	307	198%
Continuum of Care	355	127	191	151%
Cornell Scott-Hill Health Corporation	1090	166	655	394%
Council of Churches_Greater Bridgeport	47	38	12	32%
Crossroad Inc	184	95	113	119%
CTE Inc. Viewpoint Recovery Program	0	0	4	-
Danbury Hospital	592	147	131	89%
Day Kimball Hospital	384	130	2	2%
Dixwell Newhallville Community MHS	174	92	96	104%
Easter Seal Goodwill Ind. Rehab. Center Inc.	115	73	38	52%
Easter Seals of Greater Hrtfd Rehab Center Inc.	73	53	58	109%
Fairfield Counseling Services Inc.	119	74	51	69%

Provider Name	Consumers Treated from 7/1/12-9/30/12	Proposed Sample Size (95% CL, 7% CI)	Surveys Submitted in SFY 2013	Surveys as % of Sample Size
Family and Childrens Agency Inc	495	141	84	60%
Family Centered Services of CT (CCCC)	28	25	15	61%
Family Intervention Center	487	140	127	91%
Farrell Treatment Center	164	90	112	125%
Fellowship Inc.	449	137	288	211%
Friendship Service Center	0	0	16	-
FSW Inc.	91	62	60	96%
Gilead Community Services Inc.	286	117	237	203%
Goodwill of Western and Northern CT Inc.	112	72	107	150%
Guardian Ad Litem	115	73	113	155%
Hall Brooke Foundation Inc.	74	54	72	134%
Hands on Hartford	9	9	9	104%
Hartford Behavioral Health	925	162	174	107%
Hartford Dispensary	4224	187	1541	823%
Hartford Hospital	181	94	165	175%
Hospital of St. Raphael	498	141	100	71%
Immaculate Conception Inc.	29	25	45	177%
Inspirica Inc. (formerly St Luke's LifeWorks)	42	35	68	196%
InterCommunity Inc.	1594	175	195	112%
John J. Driscoll United Labor Agency Inc.	49	39	38	97%
Kennedy Center Inc.	248	110	115	105%
Keystone House Inc.	158	88	178	203%
Kuhn Employment Opportunities Inc.	129	78	41	53%
Laurel House	325	123	272	222%
Leeway Inc.	5	5	38	776%
Liberation Programs	1135	167	211	126%
Liberty Community Services	18	17	35	211%
Marrakech Day Services	216	103	121	117%
Martin House	8	8	9	117%
McCall Foundation Inc	426	134	36	27%
Mental Health Association of CT Inc.	801	158	480	305%
Mercy Housing and Shelter Corporation	49	39	108	274%
Middlesex Hospital Mental Health Clinic	188	96	78	81%
Midwestern CT Council on Alcoholism (MCCA)	967	163	1357	832%
My People Clinical Services LLC	2	2	6	302%
My Sisters' Place	38	32	56	175%
Natchaug Hospital	89	61	154	251%
New Directions Inc of North Central Conn.	355	127	205	162%
New Haven Home Recovery	26	23	34	147%
New Milford Hospital	399	132	113	86%
Norwalk Hospital	1603	175	254	145%
Operation Hope of Fairfield Inc.	19	17	16	92%
Optimus Health Care-Bennett Behavioral Health	657	151	130	86%
Pathways Inc.	76	55	109	198%
Perception Programs Inc	449	137	189	138%
Prime Time House Inc.	238	108	135	125%
Recovery Network of Programs	2348	181	995	550%

Provider Name	Consumers Treated from 7/1/12-9/30/12	Proposed Sample Size (95% CL, 7% CI)	Surveys Submitted in SFY 2013	Surveys as % of Sample Size
Reliance House	506	141	147	104%
River Valley Services	533	144	204	142%
Rushford Center	2310	181	666	368%
SCADD	937	162	240	148%
Shelter for the Homeless Inc.	180	94	78	83%
Sound Community Services Inc.	1526	174	176	101%
Southeastern Mental Health Authority	549	145	172	119%
Southwest Connecticut Mental Health System	1846	177	457	258%
St. Mary's Hospital Corporation	1115	167	184	110%
St. Vincent DePaul Mission of Waterbury Inc.	76	55	59	107%
St. Vincent DePaul Place Middletown Inc.	19	17	51	293%
Stafford Family Services	86	60	88	147%
Supportive Environmental Living Facility Inc-SELF	50	40	42	105%
United Community and Family Services	0	0	58	-
United Services Inc.	2548	182	646	355%
Waterbury Hospital Health Center	1031	165	47	29%
Wellmore (Morris Foundation Inc)	1488	173	580	335%
Western Connecticut Mental Health Network	964	163	691	424%
Wheeler Clinic	1362	171	440	257%
Yale University - WAGE	123	76	34	45%
Yale University-Behavioral Health	263	113	113	100%
Youth Challenge of CT Inc	19	17	12	69%
YWCA of Hartford	0	0	8	-
ACCESS Agency	5	5	0	0%
Applied Behavioral Rehab Research Institute Inc	7	7	0	0%
Artreach Inc.	70	52	0	0%
Bethsaida Community Inc.	3	3	0	0%
Coram Deo	29	25	0	0%
ER Properties LLC	7	7	0	0%
Evergreen Family Oriented Tree Inc.	63	48	0	0%
FOCUS Center for Autism Inc	3	3	0	0%
Human Resource Development Agency	250	110	0	0%
Positive DirectionsThe Center for Prev and Recov	7	7	0	0%
Shift LLC	52	41	0	0%
Sober Solutions	114	72	0	0%
Southwestern CT Agency on Aging	41	34	0	0%
Stepping Stone House	25	22	0	0%
Thames River Community Services	10	10	0	0%
Thames Valley Council for Comm Action Inc	15	14	0	0%
Thomas Morrow III	25	22	0	0%